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بروجاكس للتدريب والتطوير  
Projacs Training and Development

# Excellence in Crises and Effective Decision Making

التميز في إدارة الأزمات واتخاذ القرارات الفعالة

22 – 26 March 2021

Istanbul



Projacs Academy



## Introduction

This specific training offers to participants a variety of substantial information about the great challenges faced by all organizations and how to deal with changing factors and circumstances. Given the ever-increasing pace of change in the modern business world, organizations must either become effective at adaptation or face the risk of being left behind.

## Objectives

This course will address the value and benefits of change Management including both organizational change management processes. This will also cover individual changing beliefs towards best practices and how to effectively manage their manners, attitude, behaviors and reactions to change.

## Who Should Attend?

This training will be animated by a certified trainer and qualified expert in the field of Management and HR Consultancy Services. It will take place in Kuala Lumpur between 9-13 September, 2013. We expect the target audience to represent the middle management and supervisory levels in the companies. However, any person who is interested to attend this workshop is most welcome to join us in this program.

## Course Outline

### The Change Problem & Its Solutions

- Introducing the concept of change and its implications.
- Discussing the reasons why change happens in business.
- Describing the cycle of organizational change.
- Explaining the models of organizational dynamics.

### The Eight-Stage Process

- Highlighting the nature and types of change.
- Understanding and analyzing people's reactions to change.
- Stating the reasons why some business fails in coping with change.
- Developing good and healthy relationships with stakeholders.

### Some Major Facts to Deal with Change/Crises

- Developing a clear vision and strategy about change.
- Promoting effective communication skills to deal with change.
- Empowering staff for Broad-Based actions.
- Decisions
- Decision making process
- How to take a corrective action
- Fish bone techniques
- Generating short term win-win situations..
- Providing professional advice and recommendations.
- Giving and receiving feedback about the training program.

## Training Method

- Pre-assessment

- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation slides and handouts
- Post-assessment

## Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

## Schedule

**The course agenda will be as follows:**

- |                     |                  |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am   |
| • Coffee Break      | 10.00-10.15 am   |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break      | 12.15-12.45 pm   |
| • Technical Session | 12.45-02.30 pm   |
| • Course Ends       | 02.30 pm         |

## Course Fees\*

- **2,950USD**  
*\*VAT is Excluded If Applicable*