

*In Collaboration with the Master of Leadership
and Human Resources Management*

WORKSHOP

Crisis Management for Executives

From Operational Resilience to Crisis Leadership

*Prepare in calm. **Decide in the storm.***

PROGRAM AT A GLANCE



DATES

11, 14, 16 & 18
Dec 2026



TIMING

5:30 PM - 8:30 PM



DURATION

12 Hours



LOCATION

CIS, USJ Beirut



FEES

300 \$

ABOUT THIS PROGRAM



The Crisis Management & Organizational Resilience Certificate equips executives, senior managers, and professionals with the practical frameworks and leadership capabilities needed to anticipate risks, protect critical operations, and make sound decisions under pressure.



The program takes a comprehensive, all-hazards approach, covering operational resilience, business continuity, crisis management, communication, and the human and HR dimensions of crisis response. Participants will learn to identify critical dependencies, assess potential impacts, establish recovery priorities, manage uncertainty, and communicate effectively when it matters most.



Through practical tools, real-world scenarios, and a full-scale crisis simulation, participants will strengthen their ability to lead through operational failures, cyber incidents, financial shocks, supply-chain disruptions, regulatory challenges, and reputational crises.



By the end of the certificate, participants will have developed the confidence and practical skills to strengthen organizational resilience and lead effectively before, during, and after a crisis.



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MODULES AND LEARNING OUTCOMES

A practical learning journey to develop the resilience, business continuity, crisis management, communication, and leadership skills needed to anticipate disruption, make informed decisions, and lead organizations effectively through crises.

Modules	Learning Outcomes	Key Focus
1 Operational Resilience: The Executive Frame	- Identify critical services and dependencies. - Assess operational vulnerabilities. - Set appropriate impact tolerances. - Recognize emerging disruption risks.	- Critical business services - Impact tolerances - Dependencies and vulnerabilities - Threats and weak signals
2 Business Continuity: Turning Resilience into Capability	- Conduct a business impact analysis. - Define recovery objectives. - Develop continuity strategies. - Identify key third-party risks. - Establish testing and escalation approaches.	- Business impact analysis - Recovery objectives - Continuity strategies - Third-party risk - Testing and escalation
3 Crisis Management: Command, Decision and Control	- Distinguish incidents from crises. - Establish effective crisis structures. - Clarify roles and decision rights. - Make informed decisions under pressure. - Reduce bias and groupthink.	- Crisis activation and escalation - Command structures - Decision rights - Situational awareness - Decision-making under pressure
4 Communication, People and Recovery	- Prioritize key stakeholders. - Develop effective crisis communications. - Prepare for media and regulatory engagement. - Support workforce continuity. - Lead recovery and rebuild trust.	- Stakeholder communication - First-hour response - Media and regulators - Workforce continuity - Employee trust and recovery

Methodology

The program follows an experiential learning methodology, combining focused conceptual input with practical application, discussion, and simulation.

Learning is reinforced through peer exchange, guided discussion, structured debriefs, and practical exercises, enabling participants to turn experience into actionable crisis leadership and resilience practices.

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MEET YOUR TRAINER



Mr. Antonio Atallah

Antonio Atallah is a Senior Group Crisis Management Expert at one of the world's leading insurance companies. A reservist officer in Lebanon's Internal Security Forces, he brings more than ten years of command, corporate security, and resilience experience to the boardroom. He holds a Master's degree in Business Consulting from Sorbonne University and a Master's degree in Leadership and Human Resources from USJ, lectures on crisis management, and conducts research in crisis communication.



WHO SHOULD ATTEND

This program is designed for senior executives, decision-makers, and professionals responsible for leading organizations through crises.

Senior decision-makers who would carry responsibility in a crisis, regardless of sector:

- Chief executives, general managers, directors and department heads.
- Board members and family-business owners.
- Heads of operations, risk, finance, human resources, communications, legal, IT and security.
- Business continuity, resilience and HR professionals moving into a leadership role in the crisis organization.
- Senior managers in public institutions, NGOs and international organizations.
- High-potential managers being prepared for executive responsibility.

No prior training in resilience, continuity or crisis management is required.



CERTIFICATE AWARDED

Upon successful completion of the program participants will receive a certificate delivered by the Professional Training Center at USJ.

