



e-learning

Crises communication for leaders

Conveying delicate messages is not only a skill leaders should have in general – and not just these days – it is one they must master. This video course offers people in demanding leadership roles expert knowledge and valuable ideas for communicating in crisis situations.

Group of participants:

For managers at all levels as well as project leaders and decisionmakers who want to reflect themselves and communicate appropriately.

Duration: **approx. 1 hour**

Language:

Learning objectives

- ✓ You will know the importance of your own attitude for effective communication during a crisis.
- ✓ You will learn how you can better gauge your employees and adapt your communication to different types of people.
- ✓ You will be able to reflect on your own attitude and communication skills.
- ✓ You will convey messages that every one of your employees understands.

Contents

What's this crisis all about?	How can I read and understand people?
Why do you have to be a leader?	How do I communicate sensitive messages to results-oriented people?
What does work actually mean to you?	How do I communicate sensitive messages to relationship-oriented people?
What responsibilities do I have as a leader?	How do I deal with crying employees and colleagues?
Am I just a fair-weather leader?	How can I deal with aggressive employees and colleagues?
What's the strongest question I can ask?	What should I do when employees suddenly become distant?
Why doesn't leadership require techniques?	How can I deal with feeling too burdened?
What price do I pay when I'm clear in what I say?	How do I deal with the feeling of not being honest?
What reputation should precede me as a leader?	Should I keep delicate conversations short or give long explanations?
What makes delicate conversations so delicate?	How can I create the right workplace culture?
What effect does the 'want-to-be-liked' syndrome have on me?	How do I become a strong leader in a crisis?
Why do we avoid conflict, crises and other delicate situations?	
What role does attentiveness play in crisis communications?	



Information on the web
www.haufe-akademie.de/el



Let us advise you
Tel. +49 761 595339-10 • digitales-lernen@haufe-akademie.de