

## Strategic Planning & Operational Crisis Management

*Accra (Ghana)*

*17 - 21 November 2025*

UK Training

# PARTNER



## Strategic Planning & Operational Crisis Management

Code: LM28 From: 17 - 21 November 2025 City: Accra (Ghana) Fees: 3300 Pound

### Introduction

The "Strategic Planning and Operational Management of Crises" course offers intensive training in applying strategic thinking and environmental analysis to achieve organizational goals. This course covers essential skills in strategic management, goal setting, and the development of Key Performance Indicators KPIs. It emphasizes the importance of translating strategic plans into effective operational plans and managing crises with clear strategies and efficient communication with stakeholders.

In today's volatile business environment, effective crisis management and strategic planning are vital for any organization. This course equips participants with the tools to navigate both strategic and crisis situations successfully, ensuring that they can lead their organizations to success, even in challenging times.

### Course Objectives

By the end of this course, participants will be able to:

- Apply strategic thinking to analyze their environment and determine their organization's ambition.
- Implement the strategic management process to achieve the desired objectives.
- Select and implement strategies that create a sustainable competitive advantage for the organization.
- Define strategic objectives, KPIs, and SMART targets for their organization.
- Transform strategic plans into operational plans through the creation of strategic initiatives and proper sequencing of activities.
- Participate in the performance management cycle to ensure the effective execution of chosen strategies.
- Enhance their ability to manage crisis situations effectively using structured approaches.

### Course Outlines

#### Day 1: Strategic Thinking and Planning

- Strategy Safari: Introduction to the concept of strategic planning and its importance.
- The Strategic Management Process: A deep dive into the process of managing strategy.
- Strategic Thinking vs. Strategic Planning: Understanding the difference and their complementary roles.
- Benefits of Strategic Management: How effective strategic planning improves business outcomes.
- Myths About Strategy: Common misconceptions and how to overcome them.
- Environmental Analysis:
  - Porter's 5 Forces: A framework for analyzing competitive forces.
  - Creating and Capturing Value: Strategies to create value within an industry.
  - SWOT Analysis: Analyzing internal strengths, weaknesses, external opportunities, and threats.
  - PESTEL Framework: Understanding political, economic, social, technological, environmental, and legal factors.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training  
**PARTNER**

## Day 2: Vision, Mission, and Values

- Using Vision and Mission Statements: Defining and applying vision and mission statements in organizational planning.
- Formulating Vision and Mission Statements: How to craft impactful vision and mission statements.
- Organizational Values: Embracing values and ensuring alignment with strategic goals.
- Communicating Vision, Mission, and Values: Best practices for communicating the core values and vision to stakeholders.
- Assessing Strategic Choices:
  - Competitive Strategy Goals: The three primary objectives of competitive strategy.
  - Porter's Generic Competitive Strategies: Key strategies to outpace competitors.
  - Value Chain Analysis: Understanding how value is created at each stage of production.
  - Developing Competitive Advantage: Leveraging internal resources to sustain a competitive edge.

## Day 3: Strategic Objectives, KPIs, and SMART Targets

- Ensuring Strategic Alignment: Aligning organizational activities with strategic goals.
- Developing Effective Strategic Objectives: Crafting objectives that move the organization toward its long-term vision.
- Balanced Scorecard BSC: Using the BSC to assess business performance from multiple perspectives.
- KPIs Development: Selecting Key Performance Indicators that reflect business success.
- Setting SMART Targets: How to define SMART Specific, Measurable, Achievable, Relevant, Time-bound targets to achieve goals.
- Operational Plans: How to cascade from strategic goals to actionable plans.
  - Criteria for Effective Action Plans: Key factors for successful execution.
  - Developing Strategic Initiatives: Creating initiatives that support broader organizational objectives.
  - Managing Strategy Execution: Implementing and monitoring progress through action plans.

## Day 4: Crisis Management Overview

- Definition of Crisis Management: Understanding what constitutes a crisis and the role of management in addressing it.
- Crisis Management Framework: Establishing a clear framework for responding to crises.
- Command Center Operational Dynamics: Setting up an effective Crisis Management Team CMT and command center.
- Crisis Invocation Pressures: Navigating the pressures of activating crisis management protocols.
- Legislation in Crisis: Understanding the legal frameworks governing crisis response.
- Crisis Strategy and Structure: How to structure your team and strategies during a crisis.
- Information Flow in Crisis: Ensuring the right information reaches the right people at the right time.

## Day 5: Crisis Management and Communication

- Brand Image and Reputation: How a crisis can impact the brand and the importance of managing reputation.
- Internal Communications: Best practices for effective communication within the organization during a crisis.
- External Communications: How to communicate with external stakeholders, media, and customers during a crisis.
- Stakeholder Management: Managing relationships with stakeholders during a crisis to minimize reputational damage.

The logo for UK Training Partner features the text 'UK Training' in a small, black sans-serif font, with 'PARTNER' in a large, bold, black sans-serif font below it. The text is positioned above a chessboard graphic with several chess pieces, including a king, queen, and pawns, in gold and silver.

- Social Media Communications: Utilizing social media as a communication tool during a crisis.
- Miscellaneous Crisis Issues: Handling various operational and communication issues during a crisis.

## Why Attend This Course: Wins & Losses!

This course offers a comprehensive approach to strategic planning and crisis management, giving participants the tools they need to lead effectively in both calm and turbulent times. By attending this course, you will:

- Master Strategic Planning: Learn how to create a strategic plan that aligns with your organization's goals and maximizes long-term success.
- Develop Crisis Management Skills: Gain essential crisis management skills to navigate your organization through unexpected challenges.
- Improve Operational Effectiveness: Learn how to translate strategic objectives into actionable operational plans that deliver real outcomes.
- Enhance Communication: Improve your communication skills in both normal and crisis situations, ensuring clarity and coordination across teams.
- Build a Competitive Edge: Learn how to create and sustain a competitive advantage through effective strategic thinking and planning.

## Conclusion

The Strategic Planning and Operational Management of Crises course is designed for professionals seeking to elevate their strategic leadership and crisis management skills. With a focus on strategic thinking, operational crisis management, and crisis communication, this course will help you develop the ability to lead your organization through both planned growth and unexpected challenges.

Join us to enhance your strategic planning abilities, improve crisis response, and develop the skills necessary for driving sustainable success in today's dynamic business environment.



## Blackbird Training Cities

### Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



## Blackbird Training Cities

### USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### ASIA



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)  
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training  
**PARTNER**



## Blackbird Training Cities

### AFRICA



Kigali (Rwanda)



Cape Town ( South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients

 <p><b>MANNAI CORPORATION</b> MANNAI Trading Company WLL, Qatar</p>	 <p><b>GAC</b> UNE FILIALE D'EGA Alumina Corporation Guinea</p>	 <p><b>Booking.com</b> Booking.com Netherlands</p>	 <p><b>OXFAM</b> Oxfam GB International Organization, Yemen</p>	 <p><b>Capital Markets Authority</b> Kuwait</p>
 <p><b>WS</b> Waltersmith Petroman Oil Limited Nigeria</p>	 <p><b>QNB</b> Qatar National Bank (QNB), Qatar</p>	 <p><b>Qatar Foundation</b> Qatar</p>	 <p><b>AFRICAN UNION ADVISORY BOARD ON CORRUPTION</b> Tanzania</p>	 <p><b>KFAS</b> Kuwait Foundation for the Advancement of Sciences KFAS Kuwait</p>
 <p><b>Reserve Bank of Malawi</b> Malawi</p>	 <p><b>Central Bank of Nigeria</b> Nigeria</p>	 <p><b>Ministry of Interior Kingdom of Saudi Arabia</b> Ministry of Interior, KSA</p>	 <p><b>Mabruk Oil Company</b> Libya</p>	 <p><b>Saudi Electricity Company</b> KSA</p>
 <p><b>BPKH</b> Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia</p>	 <p><b>NATO Italy</b></p>	 <p><b>ENI</b> ENI CORPORATE UNIVERSITY, Italy</p>	 <p><b>GULF BANK</b> Gulf Bank Kuwait</p>	 <p><b>General Organization for Social Insurance</b> KSA</p>
 <p><b>Defence Space Administration</b> Nigeria</p>	 <p><b>National Industries Group (Holding)</b> Kuwait</p>	 <p><b>Hamad Medical Corporation</b> Qatar</p>	 <p><b>USAID</b> Pakistan</p>	 <p><b>STC</b> STC Solutions, KSA</p>
 <p><b>North Oil Company</b> North Oil company,</p>	 <p><b>EKO Electricity</b></p>	 <p><b>OMAN BROADBAND</b> Oman Broadband</p>	 <p><b>UNITED NATIONS</b> UN.</p>	 <p><b>Authority for Electricity Regulation, Oman</b> Authority for</p>

UK Training  
**PARTNER**



## Blackbird Training Categories

### Management & Admin

Entertainment & Leisure  
Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Artificial Intelligence (AI)  
Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training  
**PARTNER**

