

# Dealing with Uncertainty

### What is it?

Training covering the impact of sudden and unexpected events, and what organisations and individuals can do to better support themselves and others affected by this.

### Who is it for?

All employees and Managers.

### Course Aims

To understand the emotional impact on staff following an unexpected or sudden event leading to uncertainty, and to help Managers stand firm in uncertain situations. To assist all departments in maintaining productive working levels.

### Course Content

- Managing an organisation through uncertainty
- Leadership and communication
- Team/departmental collaboration
- Prepare your people/organisational resilience
- What to do in the immediate aftermath following a sudden or unexpected event
- Psychological Inoculation - how to stay calm
- Understanding human reactions to uncertainty
- Practical preparation, supporting families etc.
- Breaking bad news
- Conveying the news - first considerations
- How to prepare
- Do's and Don'ts - things to say and not to say
- Top tips for managing workplace crises
- Using existing support systems e.g. EAP

### Benefits

Equips employees and Managers with the skills to be able to deal with uncertainty and the aftermath following a sudden or unexpected event.

### Our Experience

Our CiC trainers understand the importance of identifying and understanding the culture of your organisation. They are specialists in their field and are highly skilled at delivering training across all sectors and to all levels, specialist teams and departments. They have supported organisations and institutions within both the public and private sector from Universities and Schools, to Law Firms, local councils, NHS care trusts, International News Agencies and International Charities.

### Costs

Costs are standard at £850 per half day and £1250 per full day.

### Additional Information

Groups are usually capped at 15 per group but this is open to further discussion. This content can also be adapted to webinar format, please enquire for further information.



### Want to know more?

Get in touch with CiC using the details below.

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