IPI Academy

falconbury



Presented by
Falconbury

Crisis Management from a Tactical Operations Perspective: A Practical Guide for Managers in the Pharmaceutical Sector

Learn how to lead effectively when it matters most. This training course provides pharmaceutical managers with an insight into tactical decision-making and the essential skills needed to manage rapidly developing crises.

Format:
Bespoke training

CPD:
6 hours for your records (depending on your requirements)

Certificate of completion

Course overview

When a crisis hits, will your plan hold - or fall apart under pressure? In the pharmaceutical industry, every link in the chain - from research and manufacturing to sales and distribution - is complex, global, and tightly regulated.

Crises can unfold without warning, and even the most carefully prepared management plans can fail when real life intervenes. As Helmuth von Moltke, a Prussian General in the mid-19th century, famously observed, “No battle plan survives first contact with the enemy.” The same is true for crisis management – no matter how good your plan, no plan survives first contact with reality unscathed.

Companies operating in this sector should have a range of carefully designed crisis management procedures in place, written in line both with local legislation and the international standard ISO 22361, and all ready for activation at a moment’s notice – but what can happen when the plan is activated and comes into contact with the real world?

This training course has been designed specifically for managers in the pharmaceutical industry who may suddenly find themselves being challenged by an unexpected and swiftly evolving situation because the strategic crisis management plan has started to fail. In such an event they may be called upon not only to make vital tactical decisions while under pressure, but also to get these decisions right despite the lack of both accurate information and time. And all this in a setting where the accuracy of those decisions could make the difference between recovery and chaos.

Making tactical decisions during an evolving crisis is a very difficult position for any manager to face. This one-day training course has been designed to help managers cope with the sort of challenges they may well encounter in such a testing situation.

During this training course you’ll explore topics such as:

- The difference between incidents and crises
- Who should be involved in the crisis management team
- What goes into the crisis management plan
- The difference between “span of command” and “span of control”
- Crisis communication essentials
- The essential psychology of tactical decision-making and leadership

By the end of this carefully designed training session, you’ll be better equipped to think clearly, lead decisively, and manage the unpredictable in a high-stakes environment - ensuring your organisation not only survives a crisis but emerges stronger.

The expert trainer will use a mix of theory, real-life examples, reference to the international standard ISO 22361 and a wealth of experience and knowledge in safety and emergency management.

Benefits of attending

By attending this training course you will:

- **Strengthen** your tactical decision-making skills
- **Recognise** the difference between incidents and crises and apply the right level of response
- **Understand** the dynamics of effective crisis teams and how to optimise communication and command structures
- **Appreciate** the relevance of international standard ISO 22361 to pharmaceutical crisis management planning
- **Be able to identify** common points of failure in crisis plans and learn how to prevent or mitigate them
- **Enhance** crisis communication techniques for both internal coordination and external stakeholder management
- **Understand** how to improve organisational resilience by aligning the crisis management plan with practical, actionable strategies

Who should attend?

This training course has been specially designed for professionals in the pharmaceutical and life sciences sectors who may be directly involved in crisis response, operational decision-making, or managing business continuity under pressure, including:

- Pharmaceutical Operations Managers
- Manufacturing or Production Managers
- Quality Assurance (QA) and Quality Control (QC) Managers
- Regulatory Affairs Managers
- Health, Safety & Environment (HSE) Managers
- Crisis Management Leads / Coordinators
- Risk and Compliance Officers
- Corporate Communications / Public Affairs Managers
- Supply Chain and Logistics Managers
- R&D and Laboratory Managers
- Business Continuity and Emergency Response Teams
- Senior Executives and Functional Heads responsible for crisis oversight

Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



ALEKSANDRA BEER
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com



YESIM NURKO
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com



Harry ALTAMONT
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com

IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

10-12 Rivington Street
London EC2A 3DU

ipi.academy
Tel: +44 (0)20 7749 4749
Email: info@ipiacademy.com