



LUMS

Rausing Executive
Development Centre

LEADERSHIP IN CRISIS

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School of Business

Organisations worldwide are forced to operate in a crisis context, generally comprising turbulent, disruptive and uncertain working environments. Leaders and managers in organisations need to learn specific skills to lead and manage their teams and solve problems effectively and emotionally intelligently during and post-crisis without any adverse implications for employees' well-being, engagement, productivity, and organisational performance. They must delicately manage strategic communications, public opinion, media relations and diverse stakeholders within and outside the organisation during and after a crisis.

During this 4-day programme, the participants will get an opportunity to advance their crisis management and leadership skills through small groups, case discussions, video cases, and informal interactions, to explore best practices and new research, share insights, compare experiences, and try out new ideas with academics and practitioners.



PROGRAMME COVERAGE

The 4-day programme will focus on:

- How to lead and manage work and teams in a crisis
- Leadership styles needed to ensure continued engagement and productivity of team members during a crisis or turbulence
- Issues of work-life balance, psychological and physical health, and communication styles to be considered during a crisis
- The need for empathetic leadership during a crisis
- Significance of managing public opinion and media relations during a crisis

BENEFITS FOR ORGANISATION

- Develop a forte in effectively managing a crisis situation
- Develop skills to lead and manage work and teams during a crisis
- Manage media relations and stakeholder relations to protect and enhance organisational image
- Achieve better business outcomes through innovations in team leadership and management practices, particularly during a crisis or turbulent situation

BENEFITS FOR PARTICIPANT

- Develop a critical understanding of issues of crisis leadership and management
- Understand the nature, origin and types of crisis
- Learn how to utilise emotional intelligence in effectively dealing with a crisis or turbulent context
- Learn how to manage media relations, public opinion and stakeholder relations during and post crisis
- Learn how to develop and manage teams collaboratively and innovatively, particularly in a crisis or disruptive situation
- Examine and learn from best practices from Pakistani and international organisations
- The learning experience will provide leaders with a toolkit or a go-to-approach to act and respond when faced with a managerial crisis or disruption

WHO SHOULD ATTEND

General managers, experienced executives, unit heads, and senior managers who are required to effectively manage and lead their teams and functions in a crisis and a remote/virtual work environment.

PROGRAMME DIRECTORS

JAMSHED HASAN KHAN

Professor Emeritus

PhD, University of Texas at Arlington

Research Interests:

Productivity; Quality Management; Supply Chain Management; Six Sigma; Project Management; Strategy; Developing a Customer Centric Culture

JAWAD SYED

Professor

PhD, Macquarie University, Australia,
Academic FCIPD

Research Interests:

Leadership, Teams and Organisational Development; Human Resource Management; Change Management and Strategy; Business Communications; Gender and Diversity in Organisations; Ethics and Human Rights



APPLICATION PROCESS

We encourage you to apply early because the class size is limited and enrolment is on a first-come, first-serve basis. Please ensure the submission of your online application before the application deadline.

Our online application form is available at:

<https://redc.lums.edu.pk/applicant/login/?poid=1053>

PROGRAMME AND RESIDENTIAL FEE

The programme fee of PKR 350,000 includes tuition cost, reading materials, tea and lunch served during the programme. If you wish to avail accommodation at LUMS, there will be an additional fee of PKR100,000. It includes accommodation, breakfast and dinner for the duration of the programme. However, any extra charges such as telephone, laundry, extra meals, etc. should be paid on departure.

For information regarding our accommodation, discount, and refund policies, please visit our website: <https://redc.lums.edu.pk/open-programs/leadership-in-crisis?poid=1053>

DISCOUNT POLICY

If more than two executives from the same organisation participate (up to a group size of five participants) in this programme, each additional participant after the first two gets a 10% discount on the programme fee.

PAYMENT

Payment is due upon the receipt of acceptance email/letter along with the invoice. Please ensure that the payment reaches the office BEFORE the start of the programme. Space in the programme may only be ensured after we receive the payment. Payment can be made directly via:

- Debit/Credit Card by visiting <https://pay.lums.edu.pk>. Additional bank charges may apply.
- Cash, Crossed Cheque or Pay Order/Bank Draft made in favour of "Lahore University of Management Sciences" at any United Bank - Limited (UBL) branch against the programme voucher.
- IBFT/Bank Transfer.

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Note: REDC may cancel or postpone a programme due to unforeseen circumstances. In this case, the University may refund the registration fee and is not responsible for any other related charges/expenses including, but not limited to, cancellation/change charges by airlines and travel agencies.

In case of postponement, the fee may be transferred to the rescheduled offering of that programme or any other programme as an alternative to a refund. The University reserves the right to make changes in its programme policies and fees at any given time.



<http://redc.lums.edu.pk>
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