



## COURSE OVERVIEW LS0094 Advanced Resilience & Business Continuity Leadership

### Course Title

Advanced Resilience & Business Continuity Leadership



### Course Date/Venue

April 05-09, 2026/TBA Meeting Room, The H Hotel, Sheikh Zayed Road, Dubai, UAE

### Course Reference

LS0094



### Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

### Course Description



***This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.***

This course is designed to provide participants with a detailed and up-to-date overview of Advanced Resilience & Business Continuity Leadership. It covers the evolution of resilience, business continuity and leadership mindset for resilient organizations; the strategic, operational, financial, cyber and reputational risks; the emerging risks and black swan events, interconnected and cascading risk impacts and risk prioritization from a leadership perspective; the governance, accountability and resilience ownership, organizational resilience maturity models and building a resilience-driven culture; the advanced business impact analysis (BIA), recovery objectives and continuity strategy development; and the supply chain and third-party resilience, technology, data and digital resilience and strategic alignment of BCM with ERM.



Further, the course will also discuss the crisis management frameworks, crisis leadership, executive decision-making, crisis communication and stakeholder management; the scenario planning, crisis simulations and coordination with emergency and external agencies; the psychological resilience of leaders and teams, operational resilience concepts, workforce and human capital resilience and financial and commercial resilience; and the adaptive recovery and business transformation, performance monitoring during recovery, post-incident review and organizational learning.





During this interactive course, participants will learn the strategic foresight and anticipatory resilience, integrating sustainability and resilience, measuring and reporting resilience performance as well as leadership ethics, trust and reputation; and the long-term resilience road map covering strategic resilience vision and objectives, capability development priorities, investment planning, resource allocation and leadership sponsorship and governance.

### **Course Objectives**

Upon the successful completion of this course, each participant will be able to: -

- Apply and gain an advanced knowledge on resilience and business continuity leadership
- Discuss the evolution of resilience, business continuity and leadership mindset for resilient organizations
- Identify strategic, operational, financial, cyber and reputational risks, emerging risks and black swan events, interconnected and cascading risk impacts and risk prioritization from a leadership perspective
- Recognize governance, accountability and resilience ownership, organizational resilience maturity models and building a resilience-driven culture
- Carryout advanced business impact analysis (BIA), defining recovery objectives and continuity strategy development
- Explain supply chain and third-party resilience, technology, data and digital resilience and strategic alignment of BCM with ERM
- Apply crisis management frameworks, crisis leadership, executive decision-making, crisis communication and stakeholder management
- Carryout scenario planning, crisis simulations and coordination with emergency and external agencies
- Discuss psychological resilience of leaders and teams, operational resilience concepts, workforce and human capital resilience and financial and commercial resilience
- Illustrate adaptive recovery and business transformation, performance monitoring during recovery, post-incident review and organizational learning
- Apply strategic foresight and anticipatory resilience, integrating sustainability and resilience, measuring and reporting resilience performance as well as leadership ethics, trust and reputation
- Design a long-term resilience road map covering strategic resilience vision and objectives, capability development priorities, investment planning, resource allocation and leadership sponsorship and governance

### **Exclusive Smart Training Kit - H-STK®**



*Participants of this course will receive the exclusive "Haward Smart Training Kit" (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

### **Who Should Attend**

This course provides an overview of all significant aspects and considerations of advanced resilience and business continuity leadership for C-suite executives, sustainability and ESG officers, business continuity and resilience professionals, risk and compliance managers, crisis management and emergency response leaders, operational leaders and department heads, human resources and workforce leaders, project and program managers and other technical staff.



### **Course Certificate(s)**

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

### **Certificate Accreditations**

Haward's certificates are accredited by the following international accreditation organizations:

-  [British Accreditation Council \(BAC\)](#)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.
-  [The International Accreditors for Continuing Education and Training \(IACET - USA\)](#)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

### **Course Fee**

**US\$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.





### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Dr. Chris Le Roux**, PhD, M.Com, B.Com (Hons), PMP, Industrial Psychologist (HPCSA Reg.), PMI-ATP Instructor PMI-PMP, PMI-CAPM Instructor is a **Senior Management Consultant & Project Management Professional** with over **30 years** of combined engineering, managerial, consulting, counseling, and international training experience across Africa, the Middle East, the Gulf region, and Europe. His expertise lies extensively in the areas of **Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling, Cost Control, and Earned Value Management, Project Management (Predictive, Agile, and Hybrid), PMO setup and governance, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Risk and Contract Management** (including contract development, tendering, dispute resolution, and claims), **Risk Identification Tools & Techniques, Project Life Cycle, Stakeholder Management and Communication, Performance Coaching and Difficult Conversations, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Leadership Orientation Programme, Leadership & Team Development, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Leadership & Performance Management, Leadership Communication, Leadership Excellence for Senior Management, Supervisory, Leadership, Coaching & Mentoring, Leadership, Communications & Interpersonal Skills, Administrative Leadership Skills, Office Management & Administration Skills, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence and Resilience, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Controlling Your Time & Managing Stress, Crisis Management and Decision-Making Under Pressure; and Customer Experience, Service Excellence, and Negotiation Skills, Strategic Human Resources Management, Change Management and Organizational Development, Human Capital and Talent Management (succession planning, performance management, competency frameworks, and behavioral assessment), Strategic Planning and Execution, Project Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration. Further, he has also led or supported Training Needs Analyses (TNA), large-scale capability development programs, and leadership pipelines for technical, operational, and graduate employees. He is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis.**

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Training & Development General Manager, Departmental Head (Electrical), Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Senior HR Consultant, Senior Lecturer / Academic Supervisor, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals, International Trainer, and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars and CBM Training.

Dr. Le Roux has a **PhD** in **Leadership in Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Qualified Electrical & Mechanical Engineering** from **Germiston College, South Africa**. Further, he is a **Certified Project Management Professional (PMP)**, a **PMI Authorized Training Partner (ATP) Instructor**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.



## Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

## Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

## Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

### **Day 1: Sunday, 05<sup>th</sup> of April 2026**

0730 – 0800	<i>Registration &amp; Coffee</i>
0800 – 0815	<i>Welcome &amp; Introduction</i>
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<p><b><i>Evolution of Resilience &amp; Business Continuity</i></b></p> <p><i>From Traditional BCM to Enterprise Resilience • Resilience as a Leadership and Governance Responsibility • Integration of BCM, ERM, Crisis Management, and Sustainability • Global Resilience Frameworks and Best Practices</i></p>
0930 – 0945	<i>Break</i>
0945 – 1030	<p><b><i>Leadership Mindset for Resilient Organizations</i></b></p> <p><i>Role of Leaders in Uncertainty and Disruption • Decision-Making under Ambiguity and Stress • Adaptive Leadership and Resilience Thinking • Building a Culture of Preparedness and Agility</i></p>
1030 – 1130	<p><b><i>Enterprise Risk Landscape &amp; Disruption Drivers</i></b></p> <p><i>Strategic, Operational, Financial, Cyber, and Reputational Risks • Emerging Risks and Black Swan Events • Interconnected and Cascading Risk Impacts • Risk Prioritization from a Leadership Perspective</i></p>
1130 – 1215	<p><b><i>Governance, Accountability &amp; Resilience Ownership</i></b></p> <p><i>Board and Executive Oversight of Resilience Programs • Defining Roles, Responsibilities, and Escalation Authority • Resilience Policies, Charters, and Accountability Models • Aligning Resilience with Corporate Strategy</i></p>
1215 – 1230	<i>Break</i>
1230 – 1330	<p><b><i>Organizational Resilience Maturity Models</i></b></p> <p><i>Assessing Current Resilience Maturity • Capability Benchmarking and Gap Analysis • Defining Target Resilience States • Roadmap Development for Continuous Improvement</i></p>
1330 – 1420	<p><b><i>Building a Resilience-Driven Culture</i></b></p> <p><i>Embedding Resilience into Values and Behaviors • Workforce Engagement and Awareness Strategies • Leadership Communication during Normal and Disrupted States • Measuring Cultural Resilience Indicators</i></p>
1420 – 1430	<p><b><i>Recap</i></b></p> <p><i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i></p>
1430	<i>Lunch &amp; End of Day One</i>



**Day 2:**

**Monday, 06<sup>th</sup> of April 2026**

0730 – 0830	<b>Advanced Business Impact Analysis (BIA)</b> Strategic versus Operational Impact Assessment • Financial, Regulatory, Safety, and Reputational Impacts • Interdependencies across Processes and Functions • Scenario-Based BIA Techniques
0830 – 0930	<b>Defining Recovery Objectives</b> Recovery Time Objectives (RTO) and Leadership Trade-Offs • Recovery Point Objectives (RPO) and Data Integrity • Prioritization of Critical Products and Services • Aligning Recovery Targets with Risk Appetite
0930 – 0945	Break
0945 – 1100	<b>Continuity Strategy Development</b> Prevention, Mitigation, Response, and Recovery Strategies • Single-Point-of-Failure Elimination • Resource Redundancy and Diversification • Cost-Benefit Analysis of Resilience Investments
1100 – 1215	<b>Supply Chain &amp; Third-Party Resilience</b> Mapping Critical Suppliers and Dependencies • Assessing Supplier Resilience and Vulnerabilities • Contractual Continuity Requirements • Managing Extended Enterprise Disruptions
1215 – 1230	Break
1230 – 1330	<b>Technology, Data &amp; Digital Resilience</b> IT Disaster Recovery versus Business Continuity • Cyber Resilience and Digital Dependency Risks • Cloud, Data Backup, and System Recovery Strategies • Leadership Decisions during Technology Outages
1330 – 1420	<b>Strategic Alignment of BCM with ERM</b> Integrating BCM into Enterprise Risk Frameworks • Risk-Informed Continuity Decision-Making • Reporting Resilience Performance to Leadership • Linking Resilience to Corporate Objectives
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

**Day 3:**

**Tuesday, 07<sup>th</sup> of April 2026**

0730 – 0830	<b>Crisis Management Frameworks</b> Crisis versus Incident versus Emergency Distinctions • Crisis Lifecycle and Escalation Thresholds • Command, Control, and Coordination Principles • Leadership Roles during Crisis Activation
0830 – 0930	<b>Crisis Leadership &amp; Executive Decision-Making</b> Decision-Making Models under Time Pressure • Cognitive Biases and Stress Effects on Leaders • Balancing Speed, Accuracy, and Accountability • Ethical Decision-Making during Crises
0930 – 0945	Break
0945 – 1100	<b>Crisis Communication &amp; Stakeholder Management</b> Internal versus External Communication Strategies • Executive Messaging during Uncertainty • Media, Regulators, Customers, and Employees • Managing Misinformation and Reputational Risk

1100 – 1215

**Scenario Planning & Crisis Simulations**

Designing Realistic Disruption Scenarios • Tabletop and Executive Simulation Exercises • Evaluating Leadership Response Effectiveness • Lessons Learned and Improvement Actions



1215 – 1230	Break
1230 – 1330	<p><b>Coordination with Emergency &amp; External Agencies</b></p> <p>Public Authorities and Regulatory Coordination • Mutual Aid and Industry Collaboration • Legal Considerations during Crises • Leadership Accountability in Multi-Agency Responses</p>
1330 – 1420	<p><b>Psychological Resilience of Leaders &amp; Teams</b></p> <p>Stress Management for Crisis Leaders • Maintaining Team Morale and Focus • Fatigue Management during Prolonged Disruptions • Post-Crisis Leadership Recovery</p>
1420 – 1430	<p><b>Recap</b></p> <p>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</p>
1430	Lunch & End of Day Three

**Day 4: Wednesday, 08<sup>th</sup> of April 2026**

0730 – 0830	<p><b>Operational Resilience Concepts</b></p> <p>Beyond Recovery: Absorb, Adapt, and Transform • Critical Operations Mapping and Tolerances • Monitoring Operational Resilience Indicators • Leadership Oversight of Operational Resilience</p>
0830 – 0930	<p><b>Workforce &amp; Human Capital Resilience</b></p> <p>Workforce Availability and Skill Resilience • Succession Planning and Role Redundancy • Remote Work and Flexible Staffing Models • Employee Well-Being during Disruptions</p>
0930 – 0945	Break
0945 – 1100	<p><b>Financial &amp; Commercial Resilience</b></p> <p>Liquidity and Cash-Flow Protection Strategies • Contractual Obligations and Force Majeure • Insurance and Financial Risk Transfer • Leadership Decisions on Financial Continuity</p>
1100 – 1215	<p><b>Adaptive Recovery &amp; Business Transformation</b></p> <p>Recovery as an Opportunity for Improvement • Rapid Innovation during Disruption • Process Redesign and Operational Agility • Leadership Role in Change Adoption</p>
1215 – 1230	Break
1230 – 1330	<p><b>Performance Monitoring during Recovery</b></p> <p>Recovery KPIs and Resilience Metrics • Executive Dashboards and Reporting • Decision Checkpoints and Course Corrections • Governance during Stabilization Phases</p>
1330 – 1420	<p><b>Post-Incident Review &amp; Organizational Learning</b></p> <p>Structured Debrief and Root Cause Analysis • Capturing Lessons Learned at Leadership Level • Updating Plans, Strategies, and Policies • Institutionalizing Resilience Improvements</p>
1420 – 1430	<p><b>Recap</b></p> <p>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</p>
1430	Lunch & End of Day Four

**Day 5: Thursday, 09<sup>th</sup> of April 2026**

0730 – 0830	<p><b>Strategic Foresight &amp; Anticipatory Resilience</b></p> <p>Trend Analysis and Horizon Scanning • Geopolitical, Climate, and Technological Risks • Preparing for Unknown and Emerging Threats • Embedding Foresight into Leadership Planning</p>
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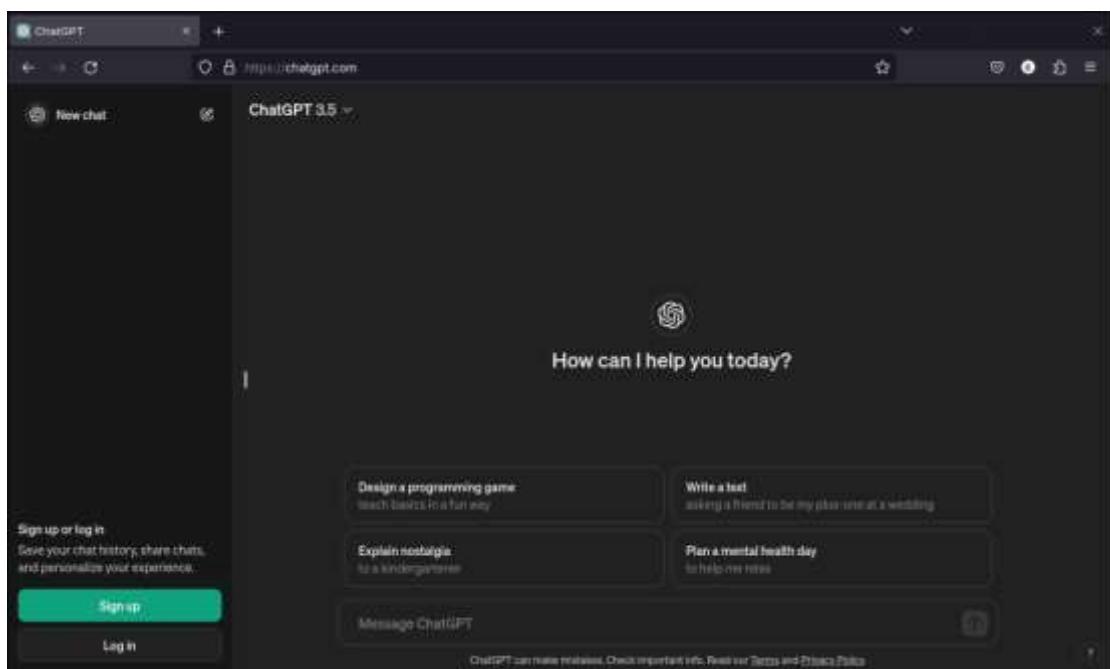


0830 - 0930	<b>Integrating Sustainability &amp; Resilience</b> Link between ESG and Organizational Resilience • Climate Resilience and Long-Term Continuity • Social Responsibility during Disruptions • Sustainable Recovery Strategies
0930 - 0945	<b>Break</b>
0945 - 1100	<b>Measuring &amp; Reporting Resilience Performance</b> Resilience KPIs and Maturity Indicators • Executive and Board-Level Reporting • Regulatory and Stakeholder Expectations • Continuous Assurance of Resilience Capability
1100 - 1215	<b>Leadership Ethics, Trust &amp; Reputation</b> Ethical Leadership in Crisis Situations • Transparency and Accountability • Protecting Organizational Reputation • Maintaining Stakeholder Trust Post-Disruption
1215 - 1230	<b>Break</b>
1230 - 1315	<b>Designing a Long-Term Resilience Roadmap</b> Strategic Resilience Vision and Objectives • Capability Development Priorities • Investment Planning and Resource Allocation • Leadership Sponsorship and Governance
1315 - 1345	<b>Capstone Exercise &amp; Personal Leadership Action Plan</b> Executive-Level Resilience Simulation • Team-Based Strategic Decision Exercise • Individual Leadership Reflection • Personal and Organizational Resilience Action Plans
1345 - 1400	<b>Course Conclusion</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Content that were Covered During the Course
1400 - 1415	<b>POST-TEST</b>
1415 - 1430	<b>Presentation of Course Certificates</b>
1430	<b>Lunch &amp; End of Course</b>



### **Simulator (Hands-on Practical Sessions)**

Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using “ChatGPT”, “Gemini”, “Copilot”, “PMI Infinity” and “Raidlog Simulator”.



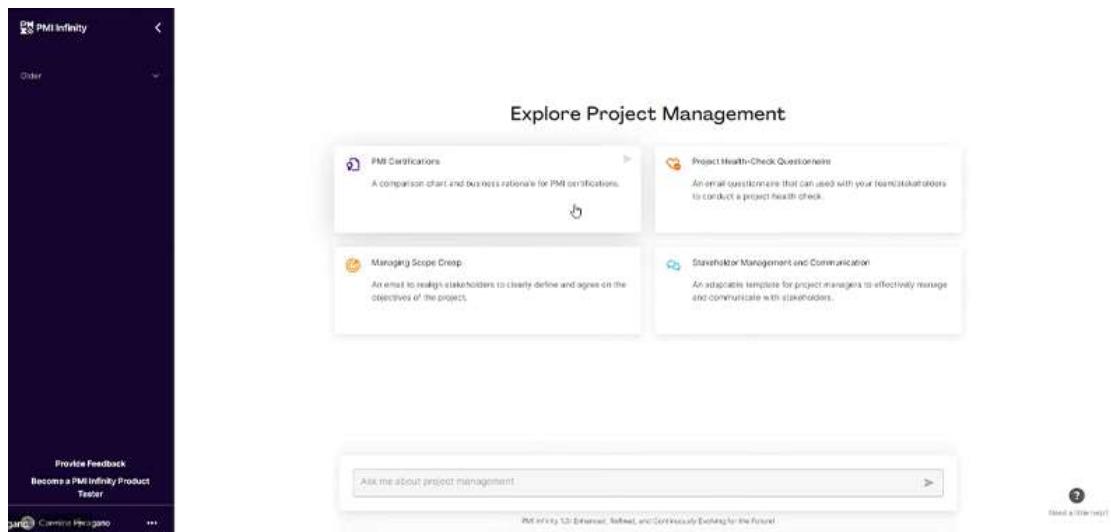
**ChatGPT Software**



**Gemini Software**



### Copilot Software



### PMI Infinity

#### Course Coordinator

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