



Employee Motivation and Team Engagement During Crisis Training Course

27 September – 1 October 2027
Milan

Employee Motivation and Team Engagement During Crisis Training Course

Ref: 667_151029 **Date:** 27 September – 1 October 2027 **Location:** Milan **Fees:** 5700 Euro

Overview

Employee Motivation and Team Engagement During Crisis Training Course is a five-day practitioner course for line managers, team leaders, supervisors, HR business partners, and employee engagement professionals who need a reliable way to sustain effort, trust, and connection when conditions change quickly. Participants diagnose motivation signals, reset roles and workloads, improve manager communication, apply fair recognition, conduct performance conversations, and build a Crisis Team Motivation Action Plan. Agile Leaders Training Center presents employee motivation during crisis as a practical people-leadership discipline with clear wellbeing boundaries.

Who Should Attend

- Line managers responsible for maintaining team focus and contribution during disruption
- Team leaders and supervisors managing changing priorities, workloads, and employee concerns
- HR business partners supporting managers with engagement and workforce practices
- Employee engagement professionals designing listening, recognition, and feedback routines
- People leaders coordinating fair support across hybrid, dispersed, or operational teams

The course assumes participants have responsibility for people or engagement practices. It excludes incident command, emergency operations management, clinical assessment, diagnosis, and mental-health treatment.

Departments and Industries

The course supports organizations whose managers must preserve constructive working relationships and delivery during uncertainty.

- Human resources, people operations, and organizational development
- Corporate services, shared services, and customer operations
- Government, healthcare administration, and public services
- Financial services, technology, logistics, and manufacturing
- Project offices, field teams, and multi-site operations

Learning Objectives

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



- Diagnose employee motivation during crisis using observable signals and structured conversations
- Reset roles, priorities, workloads, and decision boundaries as conditions change
- Apply manager communication and psychological safety behaviors without entering clinical practice
- Design fair recognition, autonomy, and team engagement under pressure
- Conduct focused coaching, feedback, and performance conversations during disruption
- Build a Crisis Team Motivation Action Plan with routines, pulse checks, and support routes

Course Agenda

Day 1: Motivation Context and Diagnosis

- Crisis Team Motivation Diagnostic
- Employee Needs and Constraint Map
- Motivation Signal Observation Log
- Role Clarity and Priority Reset
- Manager Assumption Check

Day 2: Trust, Communication, and Safety

- Manager Communication Rhythm
- Listening and Concern Capture Guide
- Psychological Safety Behavior Checklist
- Decision Transparency Brief
- Support Boundary and Referral Route

Day 3: Work Design and Recognition

- Workload and Schedule Review
- Autonomy and Choice Matrix
- Fairness and Consistency Check
- Recognition Preference Profile
- Contribution Recognition Plan

Day 4: Performance and Team Routines

- Crisis Goal Alignment Sheet
- Performance Conversation Planner
- Coaching and Feedback Record
- Team Connection Routine
- Employee Pulse Feedback Board



Day 5: Crisis Motivation Practice

- Exercise: Diagnose Motivation and Constraints
- Exercise: Reset Roles and Workload
- Exercise: Conduct a Manager Conversation
- Exercise: Design Recognition and Team Routines
- Capstone Exercise: Crisis Team Motivation Action Plan

Practical Exercises

The course uses linked workplace scenarios so participants can turn employee engagement under pressure into observable manager practices.

- Suggested activity: analyze team signals and interview notes to distinguish needs, constraints, and assumptions.
- Suggested activity: revise priorities, roles, workload, and decision boundaries for a disrupted operating period.
- Suggested activity: conduct a manager conversation that combines listening, clarity, feedback, and an appropriate support route.
- Suggested activity: design a fair recognition routine and employee pulse feedback process for a mixed team.

FAQs

Who suits employee motivation during crisis training?

Line managers, team leaders, supervisors, HR business partners, and employee engagement professionals suit the course. Participants should have responsibility for people, team routines, or engagement practices.

How does this differ from crisis management training?

This course focuses on day-to-day motivation, communication, role clarity, recognition, workload, and performance conversations. Crisis management training normally focuses on incident structures, operational response, continuity, and command decisions.

Does the course teach managers to provide mental-health treatment?

No. Managers learn observable support behaviors, listening boundaries, workload adjustments, and referral routes. Clinical assessment, diagnosis, counselling, and treatment remain outside the course.

How is employee engagement under pressure measured?

Participants use defined pulse questions, observation signals, conversation records, and follow-up actions. The emphasis is on trends and practical response rather than unsupported assumptions about individual motivation.



What does the Crisis Team Motivation Action Plan contain?

The plan connects motivation diagnosis, employee needs, role and workload resets, communication rhythms, recognition, autonomy, fairness, feedback, team routines, pulse checks, and support escalation.

Conclusion

Participants leave with a Crisis Team Motivation Action Plan that converts uncertainty into consistent people-leadership practices. The work product aligns communication, work design, recognition, performance conversations, and team feedback while preserving clear wellbeing boundaries. It gives managers a practical structure for sustaining trust, contribution, and connection during disruption.