Managing Business After Crisis Recovery Training Course

8 – 19 March 2027
Addis Ababa

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Training Center

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Ref: 665_223883 **Date:** 8 – 19 March 2027 **Location:** Addis Ababa **Fees:** 6400 Euro

Overview

Managing Business After Crisis Recovery Training Course is a two-week practitioner programme for business unit leaders, operations managers, functional heads, transformation teams, and recovery coordinators. Participants reset business assumptions, govern recovery, stabilize cash and capacity, resolve backlogs, restore supplier and workforce performance, review customer commitments, adjust operating models, and build a renewal roadmap. Agile Leaders Training Center presents post-crisis business management as an integrated operating challenge rather than a collection of isolated projects.

Who Should Attend

- Business unit leaders accountable for commercial and operational recovery
- Operations managers responsible for capacity, backlogs, and service stabilization
- Functional heads aligning finance, people, supply, customer, and technology decisions
- Transformation teams adapting operating models after disruption
- Recovery coordinators maintaining governance, evidence, and action follow-through

The course assumes the immediate crisis response has stabilized and leaders must manage the business through recovery and renewal. It does not teach incident command, clinical workforce support, or single-project scheduling.

Departments and Industries

The course supports organizations that need coordinated business decisions after a severe disruption.

- Executive management, operations, finance, and transformation
- Business continuity, risk, resilience, and recovery offices
- Supply chain, procurement, customer service, and commercial teams
- Human resources, technology, facilities, and corporate affairs
- Public services, infrastructure, manufacturing, logistics, hospitality, and finance

Learning Objectives

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

- Establish recovery governance, ownership, decision rights, and reporting rhythms
- Reset demand, capacity, cost, cash, and resource assumptions
- Prioritize service restoration and accumulated work using transparent criteria
- Stabilize suppliers, logistics, workforce availability, and enabling resources
- Review customer commitments and manage recovery communications
- Adjust operating structures, controls, and performance measures
- Use after-action evidence to define improvement priorities
- Build a phased business recovery and renewal roadmap

Course Agenda

Day 1: Recovery Context and Business Reset

- Post-Crisis Business Condition Assessment
- Recovery Scope and Boundary Map
- Demand Assumption Reset Sheet
- Capacity and Constraint Baseline
- Recovery Decision Issue Register

Day 2: Recovery Governance and Accountability

- Business Recovery Governance Structure
- Decision Rights and Escalation Matrix
- Recovery Workstream Ownership Map
- Meeting and Reporting Rhythm
- Recovery Assurance Evidence Checklist

Day 3: Cash, Cost, and Resource Priorities

- Recovery Cash Requirement View
- Cost Stabilization Option Sheet
- Constrained Resource Allocation Matrix
- Critical Spending Decision Log
- Financial Trigger and Review Calendar

Day 4: Demand, Capacity, and Backlog Decisions

- Demand Scenario Comparison
- Capacity Recovery Curve
- Backlog Classification and Priority Board
- Service Restoration Sequence
- Demand-Capacity Decision Dashboard

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Day 5: Supplier and Logistics Stabilization

- Critical Supplier Recovery Profile
- Supply Constraint Escalation Card
- Alternative Source Decision Matrix
- Logistics Route Stabilization Plan
- Supplier Commitment Tracking Record

Day 6: Workforce and Enabling Resources

- Workforce Availability and Skills Map
- Workload and Fatigue Control Check
- Return-to-Stable-Work Rhythm
- Technology, Facility, and Data Dependency Review
- Workforce Recovery Communication Plan

Day 7: Customer Commitments and Confidence

- Customer Commitment Review
- Service Promise Reset Criteria
- Priority Customer Contact Plan
- Evidence-Based Recovery Update
- Complaint and Exception Resolution Tracker

Day 8: Operating Model Adjustment

- Temporary Operating Model Map
- Process and Control Adjustment Record
- Role and Decision Interface Review
- Recovery Performance Indicator Set
- Transition-to-Steady-State Criteria

Day 9: Learning and Renewal Priorities

- After-Action Review Question Set
- Strength, Gap, and Cause Register
- Improvement Action Ownership Tracker
- Renewal Opportunity Assessment
- Benefit and Risk Review

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Day 10: Integrated Business Recovery Practice

- Exercise: Reset Demand, Capacity, and Cash Assumptions
- Exercise: Resolve a Backlog and Resource Conflict
- Exercise: Stabilize Supplier, Workforce, and Customer Commitments
- Exercise: Adjust the Operating Model and Recovery Dashboard
- Capstone Exercise: Business Recovery and Renewal Roadmap

Practical Exercises

The course uses linked business scenarios so participants can test decisions across finance, operations, supply, workforce, customers, and governance.

- Suggested activity: compare demand scenarios and select a capacity recovery path.
- Suggested activity: allocate scarce cash and resources across competing recovery needs.
- Suggested activity: reconcile supplier constraints, workforce availability, and customer commitments.
- Suggested activity: convert after-action findings into a sequenced renewal roadmap with owners and measures.

Frequently Asked Questions

How does post-crisis business management differ from incident response?

Incident response controls immediate threats and urgent actions. Post-crisis business management restores viable operations, resets assumptions, coordinates resources, manages commitments, learns from disruption, and prepares the organization for stable performance.

Why is this course two weeks?

The two-week structure allows participants to connect governance, finance, capacity, supply, workforce, customers, operating-model choices, measurement, learning, and renewal in one integrated recovery process.

Does the course focus only on recovery projects?

No. It manages the operating business as well as improvement initiatives, linking everyday decisions about cash, capacity, people, suppliers, customers, controls, and performance.

How are recovery priorities selected?

Participants use criticality, dependency, customer impact, cash exposure, resource demand, feasibility, and risk to compare choices and document the basis for decisions.

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What will participants take back to work?

Participants leave with a Business Recovery and Renewal Roadmap supported by governance, financial, operational, supplier, workforce, customer, performance, and learning tools.

Conclusion

Participants leave able to manage the business through a coordinated post-crisis recovery. They integrate cash, demand, capacity, backlogs, suppliers, workforce, customers, operating structures, metrics, and learning. The Business Recovery and Renewal Roadmap provides a practical route from stabilization to sustained renewal.