WHO SHOULD ATTEND

• College and university presidents and chancellors, provosts, vice presidents, deans, and other senior-level administrators with responsibility for crisis planning, communication, and external relations

• Administrators responsible for developing and implementing the campus crisis management plan including: chief administrative services officers, heads of institutional communication, and directors of campus safety and security

WHAT YOU WILL LEARN

Crisis Leadership in Higher Education focuses on the strategic and operational issues that arise when preparing for, responding to, and recovering from a crisis — from on-campus violence to natural disasters to controversial statements or actions by faculty and staff.

PROGRAM OVERVIEW

It is impossible to control whether a crisis will happen at your institution, but you can control the way you react to it. Organizations must improvise and innovate—usually under acute time pressure and high stress—making it critical to know how to respond, manage, survive, and recover with minimal damage. The quality of your response will have a lasting impact on institutional community, culture, and reputation.

Crisis Leadership in Higher Education will help you respond to crises effectively, develop protocols and practices that minimize the potential for future occurrences, and inspire confidence in the long-term safety, security, and success of your institution. The program draws on the complementary expertise, knowledge, and experience of Harvard Kennedy School in crisis management and the Harvard Graduate School of Education in higher education, creating a powerful opportunity to engage this important topic in a way that no other institution can.
PROGRAM OBJECTIVES

- Diagnose and understand the event
- Recognize critical distinctions between different types of crises
- Foster situational awareness
- Understand and manage policy and operational concerns
- Ensure appropriate accountability, both during and after crisis events
- Clarify the role of training and exercises
- Manage the transition from immediate response to long-term recovery

Join Harvard Faculty and Expert Practitioners

FACULTY CHAIRS

James Honan is senior lecturer on education and educational co-chair for the Institute for Educational Management (IEM) at the Harvard Graduate School of Education. Honan’s teaching and research interests include financial management of nonprofit organizations, organizational performance measurement and management, and higher-education administration. Honan serves as a consultant on strategic planning, resource allocation and performance measurement and management to numerous colleges, universities, schools and nonprofit organizations, both nationally and internationally.

Herman B. “Dutch” Leonard is the George F. Baker, Jr. Professor of Public Management at Harvard Kennedy School and the Eliot I. Snider and Family Professor of Business Administration at Harvard Business School. Leonard teaches organizational strategy and leadership, with an emphasis on effective decision making. His current research concentrates on crisis management and leadership, particularly on how organizations and individuals can better prepare in advance and better perform in the moment to increase the likelihood of effective improvisation and action in crisis situations. Leonard is co-author and co-editor of Managing Crises: Responses to Large-Scale Emergencies (2009) and of Public Health Preparedness: Case Studies (forthcoming 2017).

FACULTY

Arnold M. Howitt, adjunct lecturer in Public Policy; co-director, Program on Crisis Leadership, Harvard Kennedy School

Judith Block McLaughlin, senior lecturer on education; director, Higher Education Program, HGSE

For additional information, contact our admissions team at ppe@gse.harvard.edu or 800-545-1849.