Crisis Management

Develop sound knowledge of the tools and techniques used during crisis management, allowing you to confidently implement a crisis management structure and perform the required responsibilities during an incident.

The course explores the concepts and principles of incident and crisis management; showing some of the tools and techniques that can be applied in anticipating and assessing incidents. It also focuses on the key activities, roles and responsibilities required for effective incident and crisis management. This course is based on the good practice guidelines and reflects the current global thinking from the NFPA 1600 Business Continuity, BS EN ISO 22301:2014, and BS 11200:2014.

Course Programme

• Introduction to Crisis Management
• Incident Management Team (IMT) - what that represent and how they work
• Crisis leadership and team building
• Senior management crisis procedures
• Introduction to the media and crisis communications
• Using social media in a crisis - Joint Information Centers (JIC)
• Crisis management centers - design and operation, crisis rooms
• Log-keeper training
• Supporting people after traumatic incidents
• Table-top exercise based on Tier III incidents and large industrial scenarios or natural disasters

What will I learn?

This course looks at the fundamentals needed to implement and be a part of a crisis management team; from procedures and processes to the importance of timely and effective communications, including the use of social media.

This course will give you the knowledge and understanding in the following areas:

• Understand the principles, strategies and techniques for incident response and crisis management;
• Develop the knowledge and skills necessary for implementing an effective structure and processes for responding to and managing incidents and crises

Course Structure

| Classroom | 100% |
| Presentations | 50% |
| Group Tasks | 30% |
| Table-Top Exercises | 20% |

Really helps me to understand the concepts and principles of incident and crisis management better. *