



Viable organisations need to be ready for emergencies because they are a fact of doing business. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work over time. Fortunately, you do not need separate plans for fire, weather disasters and all the different kinds of crises that can occur. One solid plan will help you to prevent, respond and recover from all crises. This course will help you ensure your organisation is ready to manage any kind of crisis.

This two-day course will teach participants how to:

- Assign people to an appropriate crisis team role.
- Conduct a crisis audit.
- Establish the means for business continuity.
- Determine how to manage incidents.
- Help teams recover from a crisis.
- Apply the crisis management process.

Course Overview

Participants will spend this session getting to know the course objectives and will also have an opportunity to identify their personal learning objectives.

What is Crisis Management?

To begin, participants will explore what crisis management means. They will also look at the components of a crisis management team.

Training Leaders and Staff

Next, participants will learn what elements should be considered when developing a training program.

Conducting the Crisis Audit

In this session, participants will learn about the different facets of a crisis audit. They will also learn about using a risk matrix.

Performing a Risk Level Analysis

Then, participants will learn another way to assess risks: risk level analysis. They will also have an opportunity to practice risk level analysis in a series of case studies.

Developing a Response Process

Participants will begin this session by reviewing their pre-assignment. Then, they will share their suggested crisis response process

Consulting with the Experts

Do you need consultants and outside experience on your crisis management team? This session will help participants decide

Incident Management Techniques

In this session, participants will learn ways to respond to, document and investigate crisis incidents.

Working through the Issues

A problem-solving process can help crisis management team members stay in control and get things done. This session shares a three-phase model that can be used as a starting point.

Establishing an Emergency Operations Center

Your crisis management team will need a place to work during a crisis. This session will explore how to set up an Emergency Operations Center (EOC) and how to establish a chain of command.

Building Business Continuity and Recovery

Next, participants will consider how to keep their business running during a crisis. The essential elements of a crisis plan will also be discussed.

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Participants will spend most of the afternoon of Day Two working through three case studies to apply what they have learned.

Recovery and Moving On

The final session of this course will explore ways to help people recover from a crisis and move forward

Course Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out a personal action plan.