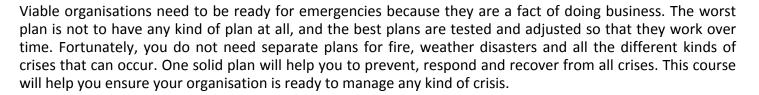
# Crisis Management Course Outline



# 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.

# 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

- Determine how to manage incidents.
- Help teams recover from a crisis.
- Apply the crisis management process.

# 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.

#### Walliallia

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.

BQA Accredited Education Training Provider and HRDC Recognised NCBSC (Non-Credit Bearing Short Courses) Learning Together - Achieving Together Email: training@kti.co.bw Website: www.kti.co.bw