



Management And Leadership

## **Crisis Management and Business Continuity Planning**

# Course Introduction

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In today's volatile and fast-paced business environment, effective crisis management and business continuity planning are critical for organizational success and resilience. Knowing how to respond effectively during a crisis is not just a skill but a crucial responsibility for top leaders, as their decisions significantly impact the organization's recovery and long-term sustainability.

This comprehensive 5-days program is designed for top management to enhance their leadership capabilities during times of uncertainty and disruption. The course provides participants with a deep understanding of how to anticipate potential crises, manage internal operations, and maintain clear communication with external stakeholders. Through interactive sessions, practical exercises, and real-world case scenarios, leaders will learn to navigate complex challenges while safeguarding their organization's reputation, employees, and operations. By integrating best practices and proven strategies, this program equips participants with the tools needed to foster a culture of preparedness and long-term resilience.

## Target Audience

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- C-Level Executives & Senior Management (CEOs, COOs, CSOs, Crisis Managers)
- Operations & Facility Managers
- Risk Management & Compliance Officers
- Health, Safety, and Environment (HSE) Managers
- Public Relations & Corporate Communication Leaders
- Business Continuity & Resilience Professionals
- Regulatory & Government Affairs Officers
- Supply Chain & Logistics Managers
- Customer Service & Client Relations Managers
- Engineering & Technical Leaders in Water Solutions
- Emergency Response & Disaster Recovery Teams
- HR & Employee Well-being Officers

# Learning Objectives

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

- Strengthen ability to respond promptly and effectively during crises, ensuring decisions are aligned with organizational priorities and stakeholder needs.
- Identify and assess potential crises that may impact Taqa Water Solutions.
- Develop effective internal leadership strategies to ensure team cohesion and operational stability during emergencies.
- Enhance external communication and stakeholder management techniques to maintain trust and transparency.
- Establish a solid foundation for business continuity planning and apply practical strategies to maintain critical operations and minimize disruptions during crises.

## Course Outline

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### • 01 Day One

#### **Understanding Crisis Management: Foundations of Crisis Management**

- Definition and types of crises (operational, reputational, environmental, etc.)
- The role of leadership in crisis management
- Key stages of a crisis: Preparation, response, recovery
- Identifying early warning signs of a potential crisis
- Assessing risks specific to the water solutions industry
- Building a crisis management framework
- Importance of aligning crisis response with organizational values

### • 02 Day Two

#### **Internal Leadership During a Crisis: Managing Internal Teams and Operations**

- Ensuring staff safety and well-being during emergencies
- Establishing clear communication channels within the organization
- Delegating responsibilities effectively during high-pressure situations
- Keeping employees engaged and informed amidst uncertainty
- Decision-making under stress: Tools and techniques

- Creating a culture of resilience and adaptability

### • 03 Day Three

#### External Communication and Stakeholder Engagement: Managing External Relationships

- Crafting a crisis communication plan for stakeholders and the public
- Navigating media relations during a crisis
- Collaborating with regulatory bodies and authorities
- Addressing customer concerns and maintaining trust

### • 04 Day Four

- Ensuring transparency while safeguarding sensitive information
- Leveraging partnerships for crisis support and recovery
- Managing social media and digital platforms during crises

### • 05 Day Five

#### Business Continuity Foundations and Practical Crisis Strategies

- Understanding the core principles of business continuity planning
- Developing a business impact analysis (BIA) to prioritize critical functions
- Setting up an effective incident response structure and chain of command
- Strategies for maintaining essential operations during disruptions
- Leveraging technology and automation for continuity during crises
- Practical tools for managing resources, including workforce and finances, in emergencies
- Conducting regular drills and simulations to test and refine continuity plans

## Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 5, 2025	May 9, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Aug. 3, 2025	Aug. 7, 2025	5 days	2150.00 \$	Virtual - Online