



Health, Safety and Environment

Crisis Management and Emergency Response

Course Introduction

Crisis Management

Crises always challenge leadership and managements in many countries. Any organisation must be prepared; without delay it needs to identify all potential vulnerabilities, map out the possible crisis scenarios and mitigate shortcomings. An effective Strategic Crisis Management depends on a comprehensive and quick decision-making, and can happen without corporate-wide and multi-agency pre-planning.

This training program is designed to provide participants with the best practices and the proven strategies of planning, managing and dealing with crisis. Participants will be able to develop key crisis management skills and know how to use advanced techniques that will improve leadership performance at that critical time.

Target Audience

- Risk Manager
- Audit Manager
- Corporate Safety Director
- Safety & Training Specialist

Learning Objectives

- Identify the nature of risks and crises that threaten organization's processes.
- Understand crisis management's basics and factors.
- Master skills and roles of the crisis manager.
- Understand how to develop crisis management strategy.

- Master developing crisis management team.
- Understand the psychology of crisis management decisions.
- Identify the emergency response scenarios.
- Identify common crisis management plan weaknesses.
- Master Developing contingency plans.
- Understand how to Implement damage control.
- Create a crisis management checklist.

Course Outline

• DAY 01

Identifying a crisis.

- Crisis types.
- Crisis stages.
- What Is Crisis Management?
- Crisis management basics.
- Effective Crisis manager skills.
- The role of the crisis manager.
- How to develop an effective Crisis management team.
- Putting crisis management into action
- Crisis management decisions.
- What is a Contingency Plan?
- Case studies: 2004 Madrid bombings; 2002 Bali bombings

• Day 02

Crisis action prevention:

- Overview of prevention methods.
- Identifying the nature of the crisis.
- Vulnerability analysis.
- Risk assessment of hazardous materials.
- Developing the crisis management manual.
- Developing procedures to support crisis management policies.

Crisis management - control models

- Command and control systems.
- Crisis management – emergency planning.
- International laws.
- Local regulations.

• Day 03

Emergency response scenarios

- Common Crisis Management Plan Weaknesses
- Contingency Plans
- Damage Control
- A Crisis Management Checklist

Writing the emergency response plan

- Contents critical to the emergency response plan.
- Emergency organizing.
- Emergency procedures.
- Assessment of available resources.
- Plan implementation.
- Training employees.
- Distribution of emergency plan.
- Updating the plan.

• Day 04

Organising incident control

- Emergency Control Centre (ECC)
- Communication at the ECC.
- Equipment needed.
- Resources needed.

- Emergency Response Teams (ERT).
- Health and safety.
- Crisis Management Teams (CRT).
- Forward Incident Control (FIC).
- Control points.

Emergency action procedures

- Response and media.
- Emergency action procedures.
- Evacuation procedures.
- Medical emergencies.
- Fire procedure.
- Explosion procedure.
- Hazardous materials.
- Environmental hazards.

• Day 05

Business continuity management systems (bcms)

- Implementing a BCM program, and its leadership.
- The BC Policy requirements.
- The BC strategy – how and depth?
- Contingency and standby.
- Understanding stakeholders.
- Legislation's, regulations, and standards.

Leadership and decision making

- Leadership styles.
- Response styles.
- Operating beyond the plan.
- Case studies: Cuban missile crisis, Hurricane Katrina

Embedding business continuity among employees

- Training needs analysis, skills, and competency framework.
- Developing a Competency Framework.
- Working with your employees to continuously improve your business continuity policies.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 15, 2025	Sept. 19, 2025	5 days	5950.00 \$	France - Paris
April 21, 2025	April 25, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Nov. 24, 2025	Nov. 28, 2025	5 days	4250.00 \$	UAE - Dubai