



Health, Safety and Environment

Advanced Crisis Management and Emergency Response

Course Introduction

This training course is designed to provide advanced decision-making concepts, and operational techniques required during an emergency incident as well as the necessary strategies needed to effectively deal with crisis. This course will help participants increase self-confidence and self-control, as well as enhance team management skills while under pressure in stressful simulations as encountered in emergency management operation.

Emergency Management

This course covers topics such as the theoretical framework and practical experience of Major Emergency Management in highly realistic simulated emergencies, numerous realistic emergency scenario exercises, establishing Crisis management Team, and Developing Crisis Management Communication Strategies.

Target Audience

This training course is designed for professionals handling functions related to emergency and crisis management and seeking to gain advanced knowledge on the field.

Learning Objectives

- Understand the key factors of preparing for, responding to, and maintaining control throughout the development or escalation of an emergency situation.
- Review, manage & assess the information available in an emergency situation in a timely manner
- Establish priorities and take effective action
- Implement predetermined emergency plans & procedures in the context of the current emergency

- Keeping appropriate agencies informed through the support ERT
- Monitor and control resources
- Evaluate progress and communicate changes in plans and priorities
- Learn how to delegate authority and manage individuals and teams
- Effectively manage communication, emergency-related information and put into place predetermined plans at the point when the emergency alarm has been raised, to the point when the emergency manager is assured that the emergency is over.
- Recognize how stress can impact on individuals and team performance during emergencies.
- Identify and apply different crisis management strategies.
- Learn how to set-up your Crisis Management Team.
- Develop a Crisis Communication Strategy.

Course Outline

• DAY 01

Theory of Major Emergency Management

- Major Emergencies
- The Emergency Manager
- The Emergency Command Centre Facilities and Information Management
- Pre-planning and Maintaining a State of Readiness
- Major Emergencies that can Occur
- Dealing with Stress

Practical Elements of Major Emergency Management.

- Assessing the Situation
- Taking Effective Action
- Maintaining Communications
- Delegating Authority
- Managing Self and Team

• Day 02

Major Emergency Management

- Major Emergencies
- Major emergency types
- Relevant safety regulations
- The emergency factors:
 - People
 - Environment
 - Asset
 - Resources
 - Support
- Manager's responsibility for non-essential and responding personnel
- Evaluating the potential for escalation
- Slow and rapid escalation including consequences
- Evaluate available resources required to deal with emergencies

Concerns and apprehensions of the emergency manager

- The Emergency Manager
- Differences between normal mgmt. & major emergency mgmt.
- Factors to consider during an emergency:
 - Uncertainty, ambiguity or conflicting information
 - Shifting and competing goals
 - Time pressures, and stress implications
 - Multiple players (team factors)
 - Personal factors
- Roles and responsibilities of the EMT and emergency response team (ERT)
- The principles of delegation
- Time management

• Day 03

Emergency Command Centre (ECC) Facilities & Information Mgmt.

- ECC ergonomics

- ECC equipment
- Information Management System (IMS) characteristics:
 - Provides information on personnel
 - Hazardous Material information
 - Weather information
 - Firefighting and fire prevention resources
 - Indicates availability of resources and estimated time of arrival
 - Provides a record of key events and actions achieved
 - Benefits of using an Information Management System

Pre-planning and Maintaining a State of Readiness

- The need for the EMT & emergency personnel to be in a permanent state of readiness
- The importance of the training and competence of the EMT
- The Emergency Response Plan (ERP)
- Company procedures
- Operations manuals
- Value and purpose of emergency pre-planning
- Value and purpose of risk assessment
- Purpose of drills and exercises for the EMT
- Maintaining familiarity with emergency resources

• Day 04

Dealing with Crisis and Stressful Situations

- Sources of stress during an emergency

Stress factors:

- Irritability
- Aggression
- Poor communication
- Inability to remember information
- Disengaging and withdrawing
- Focusing on trivial tasks

- Jumping between tasks

The effect of time pressure on decision making capability

- The effect of information overload on decision making capability
- The reduction in short- and long-term memory during an incident
- Delegate actions to relevant personnel effectively and appropriately
- Taking effective action to maintain activities
- Taking effective action to reduce stress in self and others
- Arranging for the replacement of a stressed person
- Regrouping and reassessing
- Setting up your Crisis Management Team

• Day 05

Dealing with a crisis: the 'communications' perspective Command and Control Issues

- Operational (at the scene)
- Tactical (at the forward control point/incident command)
- Strategic (boardroom level/emergency operations centre)
- On Scene Crisis Management essential elements for success
- Reputation Management –
- Managing the Media.
- Organising a Press Conference Conducting Radio and Television Interviews
- Case Study: Crisis Communications Strategy - develop a crisis communications strategy and action plan based on a given scenario

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 5, 2025	May 9, 2025	5 days	4250.00 \$	UAE - Dubai
Aug. 11, 2025	Aug. 15, 2025	5 days	5950.00 \$	Spain - Barcelona
Oct. 19, 2025	Oct. 23, 2025	5 days	2150.00 \$	Virtual - Online

FROM	TO	DURATION	FEES	LOCATION
Nov. 10, 2025	Nov. 14, 2025	5 days	5950.00 \$	Netherlands - Amsterdam