



Consulting and Training | Reach New Heights

Course Name

Crisis Management and Emergency Response

Sector Name

Health, Safety and Environment

Document Type

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Crisis Management and Emergency Response

Course Introduction

The Crisis Management and Emergency Response course is designed to help professionals develop the knowledge and practical skills required to manage emergencies, respond to crises, and maintain organizational resilience during unexpected events. In today's fast-changing environment, organizations must be prepared to handle operational disruptions, natural disasters, cybersecurity incidents, health emergencies, and other crisis situations effectively.

This course focuses on the fundamentals of crisis management, emergency preparedness, incident response, and business continuity planning. Participants will learn how organizations identify potential threats, assess risks, and create structured response strategies to minimize operational and financial impact during emergencies.

The program also covers important topics such as disaster recovery planning, crisis communication, emergency operations coordination, leadership during crises, and stakeholder management. Learners will understand how response teams are organized and how decision-makers coordinate actions during high-pressure situations.

A major focus of the course is improving organizational resilience through proactive planning and rapid response capabilities. Participants will explore emergency response frameworks, evacuation procedures, risk mitigation strategies, and recovery processes that support business continuity and operational stability.

In addition, the course highlights the role of communication and leadership in managing public relations, employee safety, and customer confidence during crises. Real-world case studies and practical scenarios help learners understand how organizations respond to emergencies across industries such as healthcare, energy, government, manufacturing, and IT.

This course is ideal for risk managers, HSE professionals, business continuity specialists, operations managers, security personnel, and organizational leaders.

By completing this course, participants will gain the expertise needed to manage emergencies effectively, improve crisis response capabilities, reduce operational risks, and support long-term organizational resilience.

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Crisis Management and Emergency Response

Target Audience

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

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Crisis Management and Emergency Response

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.

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Crisis Management and Emergency Response

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

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Course Outline

✓ 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.

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Course Outline

✓ 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.

Crisis Management and Emergency Response

Course Outline

✓ 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.

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Course Outline

✓ 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.

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Jan. 25, 2027	Jan. 29, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Sept. 21, 2026	Sept. 25, 2026	5 days	5950.00 \$	France , Paris
Nov. 30, 2026	Dec. 4, 2026	5 days	4250.00 \$	UAE , Dubai
May 3, 2027	May 7, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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