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Course Name

Crisis Management in Administrative Roles

Sector Name

Administration and Office Efficiency

Document Type

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Crisis Management in Administrative Roles

Course Introduction

This program is designed by **Boost** to equip administrative leaders with the skills to prepare for, respond to, and recover from crises that impact office operations. It connects practical incident playbooks with governance, communication, continuity planning, and cross-functional coordination to stabilize operations quickly and protect people, data, and reputation.

Participants will build scalable response frameworks for events such as cyber incidents, facility disruptions, supply interruptions, medical emergencies, and executive crises. Emphasis is placed on readiness drills, decision rights, stakeholder updates, and post-incident learning that strengthens resilience over time.

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Crisis Management in Administrative Roles

Target Audience

- ✓ Office and administrative managers
- ✓ Executive assistants and chiefs of staff
- ✓ Facilities, safety, and business continuity coordinators
- ✓ HR, IT, and communications liaisons

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Crisis Management in Administrative Roles

Learning Objectives

- ✓ Build crisis playbooks and continuity plans tailored to office operations
- ✓ Coordinate incident command, roles, and decision-making under pressure
- ✓ Execute clear internal/external communications and stakeholder updates
- ✓ Maintain critical services, records, and safety during disruptions
- ✓ Conduct post-incident reviews and implement resilience improvements

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Crisis Management in Administrative Roles

Course Outline

✓ DAY 1

Crisis Readiness Foundations

Risk & Scenario Mapping

- ✓ Threat Inventory & Impact Scales
- ✓ Likelihood vs. Criticality Matrix
- ✓ Triggers & Early Warning Signals

Governance & Roles

- ✓ Incident Command Structure
- ✓ Decision Rights & Escalation Paths
- ✓ Contact Trees & Availability Rules

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Crisis Management in Administrative Roles

Course Outline

✓ DAY 2

Business Continuity & Essential Services

Continuity Planning

- ✓ RTO/RPO & Critical Process Lists
- ✓ Alternate Sites & Remote Work Shifts
- ✓ Supplier & Vendor Contingencies

Resource Readiness

- ✓ Emergency Kits & Checklists
- ✓ Access, Credentials & Backups
- ✓ Contracts, Insurance & SLAs

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Crisis Management in Administrative Roles

Course Outline

✓ DAY 3

Incident Response Execution

Operational Response

- ✓ Cyber, Facility & Health Scenarios
- ✓ Safety Protocols & Evacuation Flows
- ✓ Workarounds & Minimum Viable Operations

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Course Outline

✓ DAY 4

Coordination & Collaboration

- ✓ War Rooms & Virtual Command Centers
- ✓ Task Boards & Accountability
- ✓ Partnering with HR/IT/Legal/Security

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Course Outline

✓ DAY 5

Recovery, Review, and Resilience

Recovery & Return-to-Normal

- ✓ Service Restoration Priorities
- ✓ Data, Records & Evidence Handling
- ✓ Debriefs & Stakeholder Thank-Yous

After-Action Improvement

- ✓ Root-Cause & Gap Analysis
- ✓ Policy, Training & Drill Updates
- ✓ Resilience Roadmap & Metrics

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Nov. 23, 2026	Nov. 27, 2026	5 days	4250.00 $	UAE , Abu Dhabi
May 10, 2027	May 14, 2027	5 days	4950.00 $	Spain , Barcelona
Sept. 12, 2027	Sept. 16, 2027	5 days	4250.00 $	KSA , Jeddah
March 29, 2027	April 2, 2027	5 days	4250.00 $	UAE , Dubai

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