



# DM025: Crisis Management

## Training Description:

A crisis can be environmental, natural, industrial or business and can be caused by millions of reasons. Crisis management consists of the different means of dealing with these different forms of crises. Crisis Management involves identifying the crisis, planning a response to the crisis and confronting and resolving the crisis. The way of dealing with a crisis depends on its nature, scale and seriousness. The aim of crisis management is, first, to defuse the crisis; second, to establish a secure environment to deal with the causes of the crisis; and, third, to initiate reforms to prevent a follow-on crisis.

Managers are faced with a complex and difficult set of tasks when a crisis occurs. They are expected to simultaneously mobilize resources, create and/or operate within a response organization, and deliver critical services. The response is time constrained as actions taken during the first few days often determine the success or failure of the response efforts. Managers responsible for these actions and decisions must perform under adverse conditions, in a crisis atmosphere, and under the scrutiny of others. Their skills, knowledge and applied leadership capabilities are critical to meeting the challenges of the crisis environment.

This intensive training course focuses on manager's ability to organize, manage and communicate, lead and make effective and timely decisions under the stress of a crisis event. The course starts by covering challenges presented by crises, the importance of crisis recognition, and immediate management strategies on sudden crisis outbreak. It then moves on to management of information, decision-making, and managing with regard to legal issues. The final section covers guidelines for managing specific crisis types.

## Training Objectives:

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

- ✓ Apply and gain an in-depth knowledge on crisis management
- ✓ Improve knowledge, reflexes and behavior specific to crisis management to allow you to remain operational at any time a crisis may occur
- ✓ Develop both the capacity for action and strategic analytical skills for crisis management
- ✓ Identify the key point of reference in managing critical situations and engender a feeling of support and confidence
- ✓ Manage effectively the flow of information during the phases of a crisis
- ✓ Analyze assumptions in decision-making during a crisis
- ✓ Use consistent procedure for addressing critical incidents, and that "best practices" are being followed
- ✓ Manage decisions and actions in a crisis will be fully defensible
- ✓ Determine complex crisis management issues that must be considered including international travel, regulations and standards in crisis management and quantifying risk
- ✓ Develop crisis management plan and lead the team through any emergency situation
- ✓ Improve and employ emergency preparedness, planning and response in a correct manner
- ✓ Handle emergency scenarios competently and mitigate the consequences as well as use available resources

## Training Designed for:

This course is intended for both technical and non-technical personnel such as managers, superintendents, engineers, heads of departments, team leaders and unit supervisors who have to manage or implement manpower development. The course will be additionally of value to staff in support or advisory functions in areas such as strategy, policy, organization, audit, welfare, and projects. Further, the course is very important for senior and middle management staff who need to address the strategic challenges facing sustainable business.

## Training Requirement:

**“Hand’s on practical sessions, equipment and software will be applied during the course** if required and as per the client’s request.”

**Content, location and duration can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.**

## Training Program:

### DAY ONE:

- ❖ Introduction
- ❖ Management Challenges and Strategies
  - The Main Challenges Facing Managers at a Time of Crisis, Guidelines for Managing Crisis Stress, Reasons for Determining the Real Crisis, Reasons for Focusing During a Crisis, The Purposes of a Five-Minute Audit
  - The Immediate Concerns of an Organization when a Crisis Occurs, The Tasks you Should Perform when a Crisis Arises, Guidelines for Ensuring Recovery from a Crisis
- ❖ Crisis Communication and Responses
  - Guidelines for Communicating Information, Guidelines for Practicing Open Communication, Guidelines for Effective Decision Making, Factors that can Reduce the Quality of Decision Making at a Time of Crisis
  - Characteristics of an Effective Leader, Legal Challenges that can Arise During a Crisis Situation, Guidelines for Dealing with Legalities
- ❖ Recap

### DAY TWO:

- ❖ Managing Specific Crisis Situations
  - Guidelines for Dealing with Executive Departure, Guidelines for Dealing with Industrial Action
  - Considerations for Communicating the Illness of a Chief Executive Officer, Guidelines for Managing Hostile Takeovers
  - Guidelines for Handling Environmental Crises, Approaches to Dealing with Rumors
  - Guidelines for Dealing with Local Opposition, Guidelines for Dealing with Threats, Guidelines for Dealing with Terrorism
- ❖ Recap

### DAY THREE:

#### ❖ Emergency Preparedness, Planning & Response

- Regulatory Requirements, On-Site Emergency Planning
- External Authorities & Services, Work Emergency Plan
- Communications & Control System, Essential Functions & Nominated Personnel, Co-Operative Planning, Training & Exercises
- Off-Site Emergency Planning, Transport Emergency Planning

#### ❖ Recap

### DAY FOUR:

#### ❖ How to Handle an Emergency & Mitigate Consequences

- Emergency Incidents, Declaration & Communication of the Emergency
- Works Emergency Procedures, Public Relations
- Practical Implementation, Provision of Information
- Safety Case Guidance, Evacuation & Shelter

#### ❖ Recap

### DAY FIVE:

#### ❖ Emergency Scenarios & How to Use Available Resources

- Emergency Scenarios, Real-Time Aids, Computer Aids
- Transport Emergency Arrangements, Company Resources
- Governmental Resources, Facility & Location Information, Notification
- Response Management System, Disaster Recovery & Business Resumption

#### ❖ Course Conclusion

#### ❖ POST-ASSESSMENT and EVALUATION

## Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

## Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

## Training Fees:

**TBA as per the course location** - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01<sup>st</sup> of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

## Training Timings:

### Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 15:00	Last Session

### For training registrations or in-house enquiries, please contact:

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