



HS344: Crisis Management and Emergency Response Measures

Training Description:

Effective crisis management can protect organizations against a complete failure if or when disaster occurs. This intensive training course explores methods, organization and tools to use as a basis for crisis and emergency management plans. Participants will learn about the key elements of crisis management and emergency response planning, how to prevent and handle crises and emergencies, and how to relate the plan to a Business Continuity Management System (BCMS).

Practical case studies utilized during the course will include how and when to put a crisis and emergency management plan into action and determine when a crisis is over.

Training Objectives:

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

- ✓ Develop methods on how to deal with any crisis/disaster
- ✓ Adapt and implement Emergency Response plans
- ✓ Enhance crisis management capabilities and techniques
- ✓ Apply best practices in Crisis and Emergency Management (Organization, tools, approaches)

Training Designed for:

This course is intended for anyone who is in, works with, or is training to be in any organizational planning role, or position including; Business Continuity Managers, Communication teams (Internal and External), Chief Security Officers, Incident Response team, Chief Information Security Officer (CISO) or Chief Information Officer (CIO), Operational Risks Managers.

Target Competencies

- Team Management
- Strategic Planning
- Communication Skills
- Crisis Management
- Processes Thinking
- Analyzing Skills
- Public Speaking

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:

FIVE DAYS:

- ❖ Overview of Crisis and Emergency Management
 - What is crisis management?
 - Crisis management framework
 - Command center operating dynamics

- Developing emergency response strategies and implementing plans
- Activation pressures and gradient processes
- Applicable laws
- Civil defense and external coordination
- Best practice - Strategies, structures and leadership
- ❖ **Crisis and Emergency Management Teams**
 - Leadership
 - Information flow
 - Schedule technique
 - Fundamentals of crisis management team
 - Record relevant information and matrix
 - Simplified for applicable tools
- ❖ **Emergency Response Plans**
 - Multi-disciplinary Emergency Plans
 - Mono-disciplinary Emergency plans
 - Internal Emergency Plans
- ❖ **Crisis and Emergency Management, Communication and Interpretation**
 - Managing the media during crisis – Reputation, internal and external communication
 - Interested parties
 - Operational partners
 - Dealing with social media
 - Simplified for applicable tools
 - Keys to successful communication
- ❖ **Post Crisis and Emergency Management and Resilience**
 - Plan analysis, evaluation and re-planning
 - Lessons learned and best practices
 - Recording and documentation of the incident
- ❖ **Case Studies and Simulation**
 - Definition of the case
 - Guide roles
 - Exercise analysis
 - Identify lessons and traps
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This course combines presentations as well as individual and team activities designed to establish a practical understanding of the elements of crisis and emergency management, enabling you to construct, deploy and validate relevant crisis and emergency management organization/plans.

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 Assessment

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 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Certificate(s):

CMCT Internationally recognized certificate(s) and wallet card(s) will be issued to each participant who successfully completed the course and passed the exam at the end of the course.



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 - 14:00	Last Session

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

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