

Course No. 1326

Business Continuity & Organizational Resilience Training Course

**CRISIS, RESILIENCE & BUSINESS CONTINUITY MANAGEMENT
BUSINESS, MANAGEMENT & LEADERSHIP**

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Business Continuity & Organizational Resilience Training Course provides a comprehensive framework for strengthening an organization's ability to anticipate disruption, respond effectively to critical incidents, maintain essential operations, and recover with greater speed and control. The course addresses business continuity as a strategic management discipline rather than simply an emergency response activity, helping organizations integrate continuity planning, resilience, risk management, crisis response, and recovery into their broader governance and operational frameworks.

In today's complex operating environment, organizations face a wide range of potential disruptions, including cyber incidents, technology failures, supply chain interruptions, infrastructure problems, natural hazards, operational breakdowns, workforce shortages, financial pressures, and other unexpected events. This Business Continuity Management training course equips participants with practical methodologies for identifying critical business functions, assessing operational dependencies, determining recovery priorities, and developing effective continuity strategies.

The course focuses on the relationship between Business Continuity Management (BCM), organizational resilience, enterprise risk management, crisis management, disaster recovery, emergency response, and operational risk. Participants will examine how these disciplines complement one another and how organizations can establish coordinated governance, clear responsibilities, communication mechanisms, escalation procedures, and recovery capabilities.

Through practical exercises, scenario-based discussions, impact analysis activities, continuity planning workshops, and implementation exercises, participants will develop the skills required to design, evaluate, test, and improve business continuity arrangements. The course is particularly relevant to organizations seeking stronger operational resilience, improved preparedness, more effective crisis decision-making, and greater confidence in maintaining critical services during periods of disruption.

Objectives

- Analyze the fundamental principles of Business Continuity Management and organizational resilience and relate them to organizational governance, risk management, and operational performance.

- Develop a structured approach for identifying critical business activities, services, processes, resources, dependencies, and operational priorities within the course context.
- Evaluate business disruption scenarios and assess their potential operational, financial, technological, regulatory, customer, and reputational consequences.
- Apply Business Impact Analysis methodologies to determine criticality, recovery priorities, minimum operating requirements, and appropriate recovery time expectations.
- Design practical business continuity strategies that address people, processes, technology, facilities, suppliers, information, communication, and other critical resources.
- Improve organizational readiness by applying structured approaches to continuity plans, crisis response arrangements, escalation processes, and recovery procedures.
- Assess organizational resilience capabilities and identify weaknesses, dependencies, single points of failure, and opportunities for strengthening continuity arrangements.
- Implement appropriate testing and exercising approaches to evaluate the effectiveness of business continuity plans and identify corrective actions.
- Strengthen crisis communication and coordination practices by applying clear roles, responsibilities, escalation mechanisms, and decision-making principles.
- Align business continuity, disaster recovery, crisis management, risk management, and organizational resilience activities to support an integrated resilience framework by the end of the course.
- Evaluate continuity program performance using practical indicators, exercise findings, lessons learned, and improvement actions.
- Develop an actionable organizational resilience improvement plan that can be adapted to the participant's workplace environment following completion of the course.

Who Should Attend

The Business Continuity & Organizational Resilience Training Course is designed for professionals responsible for organizational preparedness, operational resilience, risk management, crisis management, business continuity, emergency management, disaster recovery, and organizational performance. It is suitable for Business Continuity Managers, Business Continuity Officers, Risk Managers, Enterprise Risk Professionals, Operational Risk Specialists, Crisis Managers, Emergency Preparedness Professionals, Disaster Recovery Managers, Resilience Officers, Compliance Professionals, Internal Control Specialists, and Governance Professionals.

The course is also highly relevant to executives, directors, department heads, operations managers,

IT managers, information security professionals, facilities managers, supply chain and procurement professionals, HR managers, finance professionals, legal and compliance teams, project managers, and senior specialists whose responsibilities include protecting critical operations and organizational capabilities. It is particularly valuable for professionals working in government entities, ministries, banks, financial institutions, oil and gas organizations, utilities, healthcare organizations, technology companies, industrial organizations, and large corporations where service continuity and operational resilience are strategic priorities.

Learning Outcomes

- Explain the core principles, components, and governance requirements of Business Continuity Management and organizational resilience.
- Identify critical products, services, processes, activities, resources, dependencies, and internal and external stakeholders.
- Conduct a structured Business Impact Analysis to determine operational priorities and disruption consequences.
- Assess business continuity risks and identify vulnerabilities, dependencies, and potential single points of failure.
- Establish recovery priorities and define appropriate recovery objectives and minimum operating requirements.
- Develop practical business continuity strategies covering people, facilities, technology, suppliers, information, and operational resources.
- Structure business continuity plans that provide clear procedures, responsibilities, escalation routes, and recovery actions.
- Integrate business continuity with crisis management, disaster recovery, enterprise risk management, and operational resilience.
- Apply effective crisis communication and stakeholder coordination techniques during disruptive events.
- Design appropriate business continuity exercises, simulations, tests, and validation activities.
- Analyze exercise results and incident lessons learned to identify corrective and preventive improvement actions.
- Develop a practical organizational resilience roadmap that supports continuous improvement and stronger operational preparedness.

Course Outline

DAY 01

Foundations of Business Continuity & Organizational Resilience

- Understanding Business Continuity Management and its role in organizational performance
- Business continuity, resilience, crisis management, disaster recovery, emergency management, and risk management
- The evolving business disruption landscape and major sources of operational disruption
- Organizational resilience principles, capabilities, maturity, and strategic importance
- BCM governance, leadership responsibilities, policies, roles, committees, and accountability
- Establishing a Business Continuity Management lifecycle
- Identifying critical organizational services, products, processes, and operational dependencies
- Understanding internal and external stakeholders in continuity planning

PRACTICAL APPLICATION

Organizational resilience assessment and identification of critical business dependencies

DAY 02

Business Impact Analysis, Risk Assessment & Recovery Priorities

- Principles and methodology of Business Impact Analysis (BIA)
- Identifying critical business activities, processes, services, and supporting resources
- Assessing operational, financial, regulatory, customer, technological, and reputational impacts
- Determining recovery priorities and minimum business continuity requirements
- Understanding Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)
- Identifying resource requirements for people, facilities, technology, information, equipment, and suppliers
- Business continuity risk assessment and disruption scenario analysis
- Identifying vulnerabilities, dependencies, concentration risks, and single points of failure
- Prioritizing continuity risks and defining appropriate mitigation measures

DAY 02 — CONTINUED

PRACTICAL APPLICATION

Business Impact Analysis workshop using a representative organizational process

DAY 03**Business Continuity Strategies, Plans & Crisis Response**

- Developing business continuity strategies based on identified risks and recovery requirements
- Continuity strategies for people, facilities, technology, information, suppliers, and critical infrastructure
- Workforce continuity, succession considerations, cross-training, and alternative staffing arrangements
- Alternative facilities, remote operations, work area recovery, and operational relocation
- Technology continuity, data availability, backup considerations, and coordination with disaster recovery
- Supplier and third-party continuity management
- Developing Business Continuity Plans and recovery procedures
- Crisis management structures, escalation mechanisms, roles, responsibilities, and decision authority
- Crisis communication principles and stakeholder communication requirements
- Integrating Business Continuity Plans with crisis management and disaster recovery arrangements

PRACTICAL APPLICATION

Design a continuity strategy and develop the key components of a business continuity plan

DAY 04**Testing, Exercising, Crisis Decision-Making & Resilience**

- Importance of business continuity testing, validation, and exercising
- Types of exercises: walkthroughs, tabletop exercises, simulations, technical tests, and integrated exercises

DAY 04 — CONTINUED

- Developing realistic disruption scenarios and exercise objectives
- Evaluating organizational response, communication, coordination, decision-making, and recovery capabilities
- Crisis leadership and decision-making under uncertainty and time pressure
- Managing incomplete information, competing priorities, and rapidly changing situations
- Crisis communication with employees, customers, suppliers, regulators, management, and other stakeholders
- Measuring continuity capability and identifying gaps through exercises and assessments
- Capturing lessons learned and translating findings into corrective actions
- Building organizational resilience through continuous learning and improvement

PRACTICAL APPLICATION

Scenario-based crisis simulation and evaluation of organizational response

DAY 05

BCM Governance, Continuous Improvement & Implementation Roadmap

- Establishing effective Business Continuity Management governance and program ownership
- Defining BCM policies, standards, procedures, responsibilities, and reporting mechanisms
- Monitoring continuity performance through assessments, exercises, incidents, and management reviews
- Integrating BCM with Enterprise Risk Management, operational risk, internal controls, compliance, and corporate governance
- Managing third-party and supply chain resilience
- Developing a business continuity improvement program
- Reviewing organizational resilience maturity and prioritizing capability improvements
- Establishing performance indicators and management reporting for continuity and resilience
- Developing action plans for identified gaps, weaknesses, and improvement opportunities
- Embedding resilience into strategic planning, operational decision-making, and organizational culture

DAY 05 — CONTINUED

FINAL WORKSHOP, ACTION PLAN, OR IMPLEMENTATION EXERCISE

Develop a practical Business Continuity & Organizational Resilience implementation roadmap for the participant's organization

Register or Request More Information

Course page: <https://quest-training.com/courses/business-continuity-organizational-resilience-training-course>

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