

Course No. 1597

Crisis, Emergency and Business Continuity Management Training Course

GOVERNMENT PROCUREMENT, SUPPLY CHAIN & LOGISTICS
GOVERNMENT & PUBLIC SECTOR

DURATION

5 Days

DELIVERY

Classroom



Course Overview

Organizations today face a growing range of crises, emergencies, disruptions, and unexpected events that can directly affect people, operations, assets, reputation, and the ability to deliver critical services. Effective Crisis, Emergency, and Business Continuity Management has therefore become essential for organizational resilience and operational sustainability.

This course provides a practical and integrated approach to managing crises and emergencies while maintaining critical business operations. It covers the full cycle from risk identification and preparedness through emergency response, crisis management, recovery, and restoration of normal operations.

The course focuses on developing effective emergency response structures, defining roles and responsibilities, establishing escalation mechanisms, managing crisis communications, and developing practical Business Continuity and recovery plans.

Participants will also learn how to assess organizational readiness, identify critical activities and resources, test emergency and continuity plans through realistic exercises, and use lessons learned to strengthen organizational resilience and improve recovery capabilities.

Objectives

- By the end of this course, participants will be able to:
- Understand the fundamental principles of Crisis, Emergency, and Business Continuity Management.
- Identify threats, risks, and scenarios that may disrupt critical operations.
- Assess the potential impact of crises and emergencies on business activities and resources.
- Develop an integrated approach to preparedness, response, recovery, and continuity.
- Develop practical emergency, crisis, and Business Continuity plans.
- Identify critical functions, services, activities, and resources.
- Develop effective Business Continuity and recovery strategies.
- Define roles, responsibilities, command structures, and escalation mechanisms.
- Improve internal and external communication during crisis situations.
- Strengthen decision-making under pressure and uncertainty.
- Test emergency and continuity plans through exercises and simulations.
- Assess organizational readiness and identify capability gaps.

- Develop improvement actions based on incidents, exercises, and lessons learned.
- Strengthen organizational resilience and the ability to recover quickly from disruption.

Who Should Attend

This course is designed for Crisis Managers, Emergency Managers, Business Continuity Managers, Risk Managers, Operations Managers, Security and Safety Managers, HSE Professionals, and Facilities Managers.

It is also suitable for managers and professionals working in Risk Management, Security, Emergency Response, Operations, Information Technology, Human Resources, Corporate Communications, Facilities Management, and Project Management Offices.

The course is particularly valuable for managers, leaders, and decision-makers responsible for protecting critical operations, preparing for emergencies, managing crisis response, and ensuring business and service continuity.

Learning Outcomes

- Upon successful completion of this course, participants will be able to:
- Build an integrated framework for Crisis, Emergency, and Business Continuity Management.
- Identify potential risks, threats, and crisis scenarios.
- Analyze the impact of disruptions on critical operations, services, and resources.
- Identify critical business functions and activities.
- Develop practical emergency and crisis response plans.
- Develop Business Continuity and recovery plans.
- Establish clear roles, responsibilities, and command structures during crises.
- Manage information and communications during emergencies.
- Make effective decisions under pressure and uncertainty.
- Design and conduct exercises to test emergency and continuity readiness.
- Evaluate the effectiveness of response and recovery plans.
- Identify continuity and preparedness gaps.
- Develop corrective and improvement actions.
- Strengthen organizational resilience and recovery capabilities.

- Targeted Competencies
- Crisis Management.
- Emergency Management.
- Business Continuity Management.
- Risk Assessment.
- Business Impact Analysis.
- Emergency Planning.
- Incident Response Management.
- Crisis Recovery.
- Crisis Communication.
- Decision-Making Under Pressure.
- Emergency Team Management.
- Critical Operations Management.
- Exercise and Simulation Management.
- Organizational Resilience.
- Continuous Improvement.

Course Outline

DAY 01

Crisis, Emergency and Business Continuity Management Fundamentals

- Understanding crises, emergencies, incidents, and disruptions.
- Differences between Crisis Management, Emergency Management, and Business Continuity.
- Nature and characteristics of organizational crises.
- Sources of potential risks and threats.
- The crisis lifecycle from preparedness to recovery.
- Principles of organizational preparedness.
- Identifying critical business functions and services.
- Management roles and responsibilities during crises.
- Command, control, and emergency response structures.

DAY 01 — CONTINUED

- Assessing organizational preparedness and resilience.

PRACTICAL APPLICATION

Conducting an initial organizational readiness assessment for a crisis scenario.

DAY 02

Risk Assessment, Business Impact Analysis and Continuity Planning

- Identifying risks, threats, and potential disruption scenarios.
- Assessing risk likelihood and potential impact.
- Conducting Business Impact Analysis.
- Identifying critical functions, activities, and services.
- Identifying critical resources, systems, assets, and dependencies.
- Establishing recovery priorities and continuity requirements.
- Defining recovery objectives and operational priorities.
- Analyzing dependencies between departments, systems, suppliers, and external partners.
- Developing Business Continuity strategies.
- Building practical Business Continuity plans.

PRACTICAL APPLICATION

Conducting a Business Impact Analysis and establishing continuity priorities.

DAY 03

Crisis and Emergency Response and Crisis Communication

- Building an effective emergency response framework.
- Developing response procedures for different emergency scenarios.
- Establishing emergency response teams and responsibilities.
- Leadership and decision-making during crises.
- Managing information under pressure and uncertainty.

DAY 03 — CONTINUED

- Escalation mechanisms and critical situation management.
- Managing resources during emergencies.
- Coordination between emergency teams, operations, and management.
- Internal and external crisis communication.
- Managing stakeholders and media communication when required.

PRACTICAL APPLICATION

Crisis simulation and management of response and communications.

DAY 04

Recovery, Business Restoration and Organizational Resilience

- Principles of crisis and disruption recovery.
- Restoring critical operations and services.
- Recovery strategies and resource restoration.
- Operational and technology recovery.
- Managing suppliers and external parties during recovery.
- Workforce management during recovery.
- Protecting critical assets, information, and systems.
- Measuring recovery progress and restoration of normal operations.
- Strengthening organizational resilience against future disruptions.
- Post-incident review and lessons learned.

PRACTICAL APPLICATION

Developing a recovery and restoration plan for a critical business function.

DAY 05

Plan Testing, Exercises and Business Continuity Excellence

- Designing and testing emergency and Business Continuity plans.
- Types of emergency exercises and simulations.

DAY 05 — CONTINUED

- Developing realistic scenarios to test organizational readiness.
- Evaluating emergency response team performance.
- Identifying weaknesses and gaps in plans and procedures.
- Developing corrective and improvement actions.
- Readiness and Business Continuity performance indicators.
- Reviewing and updating crisis, emergency, and continuity plans.
- Building a culture of preparedness and organizational resilience.
- Integrating Risk Management, Crisis Management, Emergency Management, and Business Continuity.
- Developing a roadmap for strengthening organizational preparedness.

PRACTICAL APPLICATION

Conducting a comprehensive crisis simulation and developing a 90-day improvement plan.

Register or Request More Information

Course page: <https://quest-training.com/courses/crisis-emergency-and-business-continuity-management-training-course>

Website: <https://quest-training.com>

Email: info@quest-training.com

Phone: +905016771440