QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 2010

Crisis Management & Business Continuity for Insurance Operations Training Course

INSURANCE BUSINESS CONTINUITY & RESILIENCE
INSURANCE & RISK MANAGEMENT

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Crisis Management & Business Continuity for Insurance Operations Training Course provides a specialized framework for preparing insurance organizations to respond effectively to crises while maintaining critical business operations and protecting policyholders, customers, employees, assets, and organizational reputation. The programme integrates crisis management and business continuity into a coordinated approach designed for the specific operational realities of the insurance industry.

Participants will explore the full crisis and continuity lifecycle, including crisis preparedness, business impact analysis, risk assessment, critical process identification, response structures, escalation procedures, continuity strategies, recovery planning, and post-crisis improvement. Particular attention is given to the interdependencies between underwriting, claims, policy administration, customer service, distribution, finance, technology, and third-party providers.

The course addresses insurance-specific crisis scenarios such as major claims events, cyberattacks, technology outages, data breaches, operational failures, third-party disruptions, workforce shortages, facility loss, regulatory incidents, reputational crises, and severe external events. Participants will learn how to establish appropriate response priorities and maintain essential services under pressure.

Through practical case studies, crisis simulations, tabletop exercises, communication scenarios, and an integrated final workshop, participants will develop the capabilities required to coordinate crisis response, activate business continuity arrangements, communicate effectively with stakeholders, recover critical insurance operations, and strengthen organizational resilience.

Objectives

- By the end of this training course, participants will be able to:
- Explain the principles of crisis management and business continuity within insurance operations.
- Identify critical insurance processes, services, resources, and operational dependencies.
- Assess potential crisis scenarios and their impact on insurance operations.
- Conduct business impact analysis for critical insurance functions.
- Establish appropriate crisis management structures, roles, responsibilities, and escalation

procedures.

- Develop practical crisis response and business continuity strategies.
- Establish recovery priorities and continuity requirements for critical insurance services.
- Develop response procedures for major operational, technological, cyber, and third-party disruptions.
- Design effective crisis communication strategies for internal and external stakeholders.
- Coordinate crisis management, business continuity, disaster recovery, and operational risk functions.
- Establish recovery objectives and minimum service requirements for critical processes.
- Develop effective Business Continuity Plans and crisis response procedures.
- Conduct tabletop exercises and simulations to test organizational readiness.
- Evaluate crisis response performance and identify gaps requiring remediation.
- Strengthen decision-making and leadership during high-pressure crisis situations.
- Develop an integrated crisis management and business continuity framework for insurance operations.

Who Should Attend

This course is designed for insurance operations managers, business continuity managers, crisis management professionals, operational risk specialists, enterprise risk managers, claims managers, underwriting managers, policy administration managers, and resilience professionals.

It is also highly relevant to IT and cybersecurity professionals, disaster recovery specialists, compliance and regulatory professionals, internal auditors, third-party risk managers, corporate communications professionals, facilities managers, finance managers, business process owners, and senior executives responsible for crisis preparedness and operational continuity.

The programme is particularly suitable for professionals working in insurance companies, reinsurance organizations, insurance brokers, financial institutions, government insurance entities, and regulated insurance operations.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Establish a structured crisis management and business continuity framework for insurance operations.
- Identify critical insurance services and processes requiring continuity protection.
- Conduct business impact analysis and determine operational recovery priorities.
- Map critical dependencies across people, processes, technology, facilities, data, and third parties.
- Assess the potential operational and business consequences of different crisis scenarios.
- Establish crisis management teams, command structures, escalation mechanisms, and decision-making authorities.
- Develop practical response strategies for major insurance disruptions.
- Prepare Business Continuity Plans for critical insurance processes.
- Establish appropriate recovery objectives and minimum service levels.
- Coordinate crisis response across business, technology, risk, compliance, and communications functions.
- Develop effective stakeholder communication and crisis notification procedures.
- Manage cyber incidents, technology failures, major claims events, and third-party disruptions.
- Conduct realistic crisis simulations and tabletop exercises.
- Assess exercise results and implement corrective and preventive actions.
- Strengthen leadership and decision-making during complex and rapidly changing crises.
- Develop a sustainable crisis management and business continuity improvement roadmap for an insurance organization.

Course Outline

DAY 01

Crisis Management and Business Continuity in Insurance

- Principles and objectives of crisis management
- Business continuity and organizational resilience
- Crisis management versus business continuity and disaster recovery

DAY 01 — CONTINUED

- Insurance-specific operational risks and disruption scenarios
- Critical insurance services and business processes
- Dependencies across underwriting, claims, policy administration, distribution, and customer service
- Crisis governance, roles, responsibilities, and accountability
- Crisis escalation and decision-making structures

PRACTICAL EXERCISE

Identifying critical insurance operations and potential crisis scenarios

DAY 02

Business Impact Analysis and Crisis Risk Assessment

- Principles of Business Impact Analysis
- Identifying critical processes and services
- Assessing financial, operational, customer, regulatory, and reputational impacts
- Process and technology dependencies
- Workforce, facility, supplier, and third-party dependencies
- Crisis scenario identification and risk assessment
- Recovery priorities and minimum service requirements
- Recovery Time Objectives and Recovery Point Objectives

PRACTICAL EXERCISE

Conducting a Business Impact Analysis for critical insurance operations

DAY 03

Crisis Response and Business Continuity Planning

- Crisis response frameworks and activation procedures
- Developing crisis response strategies
- Continuity strategies for underwriting operations

DAY 03 — CONTINUED

- Claims continuity and major claims event management
- Policy administration and customer service continuity
- Workforce and facility continuity
- Technology, data, and systems continuity
- Third-party and outsourcing continuity
- Business Continuity Plan development and documentation

PRACTICAL EXERCISE

Developing a crisis response and Business Continuity Plan

DAY 04

Crisis Communication, Simulation and Recovery

- Crisis communication principles and stakeholder management
- Internal and external crisis communications
- Customer, regulator, supplier, and media communication considerations
- Crisis leadership and decision-making under pressure
- Cyberattack and technology outage scenarios
- Data breach and operational disruption scenarios
- Major claims and third-party failure scenarios
- Recovery and restoration of critical insurance services

PRACTICAL EXERCISE

Conducting a crisis simulation and evaluating response effectiveness

DAY 05

Testing, Governance and Continuous Improvement

- Crisis management and business continuity testing programmes
- Tabletop exercises and scenario simulations
- Evaluating crisis response and recovery performance

DAY 05 — CONTINUED

- Identifying gaps, lessons learned, and corrective actions
- Crisis and continuity performance indicators
- Management reporting and governance reviews
- Plan maintenance, validation, and continuous improvement
- Integrating crisis management with enterprise risk and operational resilience
- Strengthening organizational preparedness and resilience
- Final Integrated Workshop: Developing a comprehensive Crisis Management & Business Continuity Framework for Insurance Operations

Register or Request More Information

Course page: https://quest-training.com/courses/crisis-management-business-continuity-for-insurance-operations-training-course
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