

Course No. 1743

Crisis Management & Emergency Preparedness Training Course

GOVERNMENT RISK MANAGEMENT & BUSINESS CONTINUITY
GOVERNMENT & PUBLIC SECTOR

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Crisis Management & Emergency Preparedness Training Course provides a comprehensive strategic and practical framework for preparing organizations to anticipate, manage, and respond effectively to crises and emergencies. The program is designed to strengthen organizational readiness, improve decision-making under pressure, establish clear response structures, and protect critical operations, people, assets, and services during disruptive events.

Effective crisis management requires organizations to move beyond reactive emergency response toward structured preparedness and proactive risk management. Government entities, ministries, public-sector organizations, banks, energy companies, and large corporations operate within complex environments where natural disasters, infrastructure failures, cyber incidents, security events, operational disruptions, supply chain interruptions, and other emergencies can significantly affect business continuity and stakeholder confidence.

The course addresses the complete crisis management lifecycle, including emergency preparedness, risk and threat assessment, crisis planning, incident command, emergency response, decision-making, resource coordination, crisis communications, stakeholder management, business continuity, and recovery. Participants will develop a structured understanding of how different organizational functions should coordinate before, during, and after a crisis.

Particular emphasis is placed on practical preparedness and response capabilities. Participants will learn how to develop emergency response plans, define roles and escalation procedures, establish crisis management teams, assess available resources, coordinate internal and external stakeholders, manage information during rapidly changing situations, and communicate effectively during high-pressure events.

Through case studies, scenario-based exercises, crisis simulations, emergency planning workshops, and post-incident analysis, participants will develop practical capabilities to strengthen emergency preparedness, improve organizational response, reduce disruption, support faster recovery, and build a sustainable culture of crisis readiness.

Objectives

- Analyze the fundamental principles of crisis management and emergency preparedness.
- Assess organizational risks, threats, vulnerabilities, and potential emergency scenarios.
- Develop structured emergency preparedness and crisis response plans.
- Identify critical functions, resources, personnel, and facilities required during emergencies.
- Establish appropriate crisis management structures, roles, responsibilities, and escalation procedures.
- Apply systematic decision-making techniques during complex and rapidly changing crisis situations.
- Develop effective emergency communication and stakeholder coordination approaches.
- Evaluate organizational readiness through emergency exercises, simulations, and preparedness assessments.
- Apply incident management principles to coordinate response activities and resources.
- Analyze post-crisis performance to identify lessons learned and corrective actions.
- Strengthen organizational capabilities for business continuity and recovery following emergencies.
- Develop an actionable roadmap for improving crisis preparedness and response capabilities.

Who Should Attend

This training course is designed for government executives, senior managers, crisis management professionals, emergency management teams, business continuity managers, risk managers, operations leaders, security professionals, and personnel responsible for organizational preparedness and emergency response.

It is particularly relevant to ministries, government authorities, municipalities, banks, financial institutions, oil and gas organizations, industrial companies, infrastructure operators, and large corporations where effective emergency preparedness and crisis response are essential to protecting people, assets, services, operations, and organizational continuity.

The program will also benefit health and safety professionals, facilities managers, IT and cybersecurity professionals, communications and public relations teams, supply chain managers, project and program managers, internal control and governance professionals, security and

emergency response personnel, and decision makers involved in crisis planning and organizational resilience.

Learning Outcomes

- Explain the principles, phases, and structures of effective crisis management.
- Identify and assess potential emergency scenarios, threats, vulnerabilities, and organizational exposures.
- Develop emergency preparedness plans based on identified risks and operational priorities.
- Identify critical personnel, facilities, equipment, information, and resources required during emergencies.
- Establish crisis management teams with clear roles, authorities, responsibilities, and escalation channels.
- Apply structured decision-making and prioritization techniques during crisis situations.
- Develop effective crisis communication plans for employees, stakeholders, authorities, and the public.
- Coordinate emergency response activities across departments and relevant external organizations.
- Conduct crisis simulations and emergency exercises to evaluate organizational readiness.
- Analyze response performance and identify preparedness gaps and improvement opportunities.
- Develop corrective actions and update emergency response plans based on lessons learned.
- Strengthen business continuity and recovery capabilities following crisis events.
- Develop practical measures for maintaining organizational preparedness over time.
- Prepare an actionable crisis management and emergency preparedness improvement roadmap.

Course Outline

DAY 01

Foundations of Crisis Management & Emergency Preparedness

- Principles and concepts of crisis management
- Emergency preparedness and organizational resilience

DAY 01 — CONTINUED

- Types of crises and emergency scenarios
- Risk, threat, and vulnerability assessment
- Identifying critical organizational functions and dependencies
- Preparedness maturity and organizational readiness assessment

PRACTICAL APPLICATION

Conduct a crisis and emergency risk assessment and identify priority scenarios

DAY 02

Crisis Planning & Emergency Response Structures

- Principles of effective crisis and emergency planning
- Developing emergency response plans
- Establishing crisis management teams
- Roles, responsibilities, authorities, and escalation procedures
- Incident management and command structures
- Resource planning and emergency response requirements

PRACTICAL APPLICATION

Develop a crisis response structure and emergency plan for a selected scenario

DAY 03

Crisis Decision-Making & Emergency Operations

- Decision-making under pressure and uncertainty
- Crisis information management and situational awareness
- Prioritizing critical actions during emergencies
- Emergency resource allocation and coordination
- Managing people, facilities, technology, and critical operations
- Coordination between internal teams and external stakeholders

DAY 03 — CONTINUED

PRACTICAL APPLICATION

Scenario-based emergency response exercise involving operational decision-making and resource coordination

DAY 04

Crisis Communications & Preparedness Testing

- Principles of crisis communication
- Internal and external emergency communications
- Stakeholder coordination and information requirements
- Managing information during rapidly evolving crises
- Designing crisis simulations and emergency exercises
- Evaluating organizational preparedness and response performance

PRACTICAL APPLICATION

Conduct a crisis simulation and develop a structured communication and response evaluation

DAY 05

Recovery, Lessons Learned & Continuous Preparedness

- Transitioning from emergency response to recovery
- Business continuity and restoration of critical operations
- Post-crisis review and lessons learned
- Identifying preparedness and response gaps
- Corrective and preventive actions
- Maintaining and updating emergency response plans
- Building a sustainable culture of crisis preparedness

DAY 05 — CONTINUED

FINAL WORKSHOP

Develop an integrated Crisis Management & Emergency Preparedness roadmap covering risk assessment, emergency scenarios, preparedness planning, crisis management structures, response procedures, decision-making, resource coordination, crisis communications, stakeholder management, simulations, performance evaluation, recovery, lessons learned, corrective actions, governance, and continuous preparedness.

Register or Request More Information

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

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

Email: info@quest-training.com

Phone: +905016771440