

Course No. 1335

Crisis Management Training Course

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

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Crisis Management Training Course provides a comprehensive professional framework for preparing organizations to prevent, manage, respond to, and recover from crises that may threaten people, operations, assets, services, reputation, and strategic objectives. The course develops the practical capabilities required to establish an effective crisis management structure, assess potential threats, coordinate response activities, make informed decisions under pressure, and restore critical organizational functions.

Modern organizations operate within complex environments where crises may arise from operational failures, cybersecurity incidents, technology disruption, supply chain interruption, financial instability, infrastructure failures, regulatory developments, environmental events, workforce challenges, public safety incidents, or reputational issues. Effective crisis management requires more than emergency response. It requires strategic preparedness, clear governance, defined responsibilities, effective communication, coordinated decision-making, and the ability to adapt as the situation evolves.

The course addresses the complete crisis management cycle, including crisis prevention, preparedness, risk assessment, early warning, crisis governance, response planning, leadership, decision-making, stakeholder management, communication, recovery, and continuous improvement. Participants will explore how crisis management integrates with enterprise risk management, business continuity, emergency management, disaster recovery, and organizational resilience.

Through professional case studies, scenario analysis, crisis exercises, simulations, and practical workshops, participants will develop the skills needed to assess crisis situations, establish priorities, mobilize response teams, manage critical information, coordinate internal and external stakeholders, and support recovery. The course is designed to help organizations move from reactive crisis response toward a structured and sustainable crisis management capability.

Objectives

- Analyze the principles and lifecycle of crisis management and its relationship with risk management, business continuity, emergency management, and organizational resilience during the course.
- Develop a structured crisis management framework covering prevention, preparedness,

response, recovery, and continuous improvement.

- Evaluate potential crisis scenarios and determine their operational, financial, technological, regulatory, human, and reputational consequences.
- Apply risk assessment and early warning techniques to identify potential threats and signs of crisis escalation.
- Design crisis governance structures that define roles, responsibilities, decision authority, escalation mechanisms, and accountability.
- Improve executive and management decision-making under pressure, uncertainty, time constraints, and incomplete information.
- Develop effective crisis response strategies for protecting people, critical operations, assets, information, services, and organizational reputation.
- Strengthen crisis communication and stakeholder management capabilities across internal and external audiences.
- Implement practical approaches for coordinating crisis management teams, response functions, and supporting departments.
- Evaluate organizational readiness through crisis scenarios, exercises, simulations, and response capability assessments.
- Assess crisis response and recovery performance and convert lessons learned into corrective and improvement actions.
- Prepare an actionable crisis management improvement roadmap aligned with organizational priorities and operational requirements.

Who Should Attend

The Crisis Management Training Course is designed for executives, senior managers, department heads, and professionals responsible for crisis preparedness, crisis response, enterprise risk management, business continuity, emergency management, organizational resilience, and critical operations. It is particularly relevant for Crisis Managers, Risk Managers, Business Continuity Managers, Emergency Management Professionals, Operations Managers, Security and Safety Managers, Resilience Managers, Governance Professionals, and Incident Management Specialists.

The course is also suitable for Corporate Communications Managers, Human Resources Managers, Information Technology Managers, Cybersecurity Professionals, Facilities Managers, Supply Chain and Procurement Managers, Finance Professionals, Legal and Compliance Specialists, Project Managers, Quality Professionals, and members of crisis management committees, emergency

response teams, and business continuity teams. It is valuable for professionals who participate in crisis planning, response coordination, executive decision support, stakeholder management, or organizational recovery.

The program is particularly relevant to government entities, ministries, public sector organizations, banks and financial institutions, oil and gas companies, energy organizations, utilities, industrial organizations, technology and telecommunications companies, and large corporations where effective crisis preparedness, coordinated response, continuity of critical services, stakeholder confidence, and organizational resilience are essential.

Learning Outcomes

- Explain the principles, stages, governance requirements, and components of effective crisis management.
- Identify and assess potential strategic, operational, technological, financial, regulatory, environmental, and reputational crisis risks.
- Develop crisis scenarios and assess their potential impact on critical organizational functions and stakeholders.
- Apply structured risk assessment and early warning methods to support crisis preparedness.
- Define crisis governance structures, roles, responsibilities, decision authority, and escalation procedures.
- Apply practical decision-making techniques during high-pressure and rapidly changing crisis situations.
- Develop crisis response strategies for people, operations, assets, technology, information, and critical services.
- Coordinate crisis management teams and integrate response activities across multiple organizational functions.
- Develop and deliver effective crisis communication for employees, customers, regulators, partners, media, and other stakeholders.
- Evaluate crisis exercises and simulations to identify response capability gaps and improvement priorities.
- Analyze post-crisis performance, lessons learned, and recovery outcomes to strengthen future readiness.
- Develop a practical crisis management plan and improvement roadmap for implementation

within the workplace.

Course Outline

DAY 01

Foundations of Crisis Management & Organizational Preparedness

- Understanding crisis management and its strategic and operational importance
- Differences between crises, emergencies, incidents, disruptions, and business continuity events
- The crisis management lifecycle: prevention, preparedness, response, recovery, and improvement
- Types of organizational crises and common sources of disruption
- Strategic, operational, financial, technological, regulatory, environmental, and reputational crises
- The role of executive leadership and management in crisis preparedness
- Crisis governance, command structures, decision authority, accountability, and escalation
- Relationship between crisis management, risk management, business continuity, and organizational resilience
- Building a crisis-aware and prepared organizational culture

PRACTICAL APPLICATION

Analyze an organizational crisis scenario and identify risks, stakeholders, priorities, and initial response requirements

DAY 02

Crisis Risk Assessment, Early Warning & Crisis Planning

- Identifying crisis risks, threats, vulnerabilities, and organizational exposure
- Crisis risk assessment methodologies and prioritization
- Assessing likelihood, severity, consequences, and potential escalation
- Identifying early warning indicators and emerging crisis signals
- Scenario development and crisis escalation pathways

DAY 02 — CONTINUED

- Identifying critical processes, services, assets, resources, and dependencies
- Assessing operational, financial, technological, legal, customer, and reputational impacts
- Developing crisis preparedness and prevention strategies
- Establishing crisis planning priorities and response requirements
- Developing crisis risk profiles and management reporting

PRACTICAL APPLICATION

Build a crisis scenario register, early warning framework, and preparedness priorities for a selected organization

DAY 03

Crisis Leadership, Decision-Making & Response

- Executive leadership during complex and high-pressure crises
- Crisis decision-making under uncertainty and time pressure
- Establishing situational awareness and evaluating critical information
- Identifying priorities, response options, and resource requirements
- Decision authority, escalation, delegation, and accountability
- Managing cognitive bias, group pressure, conflicting priorities, and uncertainty
- Activating crisis management teams and response structures
- Coordinating operations, security, technology, communications, human resources, and support functions
- Managing critical resources and maintaining essential organizational capabilities
- Crisis response monitoring and situation reporting

PRACTICAL APPLICATION

Conduct a crisis management simulation involving multiple decisions, escalating risks, and competing operational priorities

DAY 04

Crisis Communication, Stakeholder Management & Coordination

- Principles and objectives of effective crisis communication
- Stakeholder identification, analysis, prioritization, and engagement
- Developing crisis messages and communication strategies
- Internal communication with employees, managers, and operational teams
- External communication with customers, suppliers, partners, regulators, and other stakeholders
- Executive communication and spokesperson responsibilities
- Media relations and reputation management during crises
- Managing rumors, misinformation, conflicting information, and public pressure
- Coordinating communication between crisis management, communications, legal, risk, operations, and executive leadership
- Maintaining consistency, credibility, transparency, and stakeholder confidence

PRACTICAL APPLICATION

Execute a crisis communication simulation involving executive decisions, stakeholder demands, media pressure, and rapidly changing information

DAY 05

Crisis Recovery, Evaluation & Continuous Improvement

- Transitioning from crisis response to recovery and stabilization
- Establishing recovery priorities for critical operations, services, assets, and capabilities
- Integrating crisis management with business continuity, disaster recovery, and organizational resilience
- Managing operational restoration and organizational recovery
- Evaluating crisis response, leadership, communication, coordination, and decision-making performance
- Conducting post-crisis reviews and structured lessons-learned assessments

DAY 05 — CONTINUED

- Identifying capability gaps in governance, preparedness, response, communication, and recovery
- Developing corrective actions and organizational improvement initiatives
- Measuring crisis management readiness and organizational capability maturity
- Integrating crisis management lessons into strategic planning and risk management

FINAL WORKSHOP

Develop a comprehensive Crisis Management Improvement Plan covering preparedness, risk assessment, governance, leadership, response, communication, recovery, and continuous improvement

Register or Request More Information

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

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