

Course No. 1644

Emergency, Crisis & Disaster Management Training Course

**EMERGENCY, CRISIS & DISASTER MANAGEMENT
GOVERNMENT & PUBLIC SECTOR**

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Emergency, Crisis & Disaster Management Training Course provides a comprehensive and practical framework for strengthening organizational preparedness, response, recovery, and resilience in the face of emergencies, crises, and disasters. The program is designed to help organizations establish structured approaches for identifying threats, assessing risks, preparing response plans, coordinating resources, and making effective decisions during high-pressure situations.

Effective emergency and crisis management requires more than having documented procedures. Organizations must be capable of activating the right teams, establishing clear command and control structures, communicating accurate information, prioritizing critical operations, and maintaining essential services under challenging conditions. This training course addresses these requirements through practical methodologies that connect emergency preparedness with operational risk management, business continuity, and disaster recovery.

The course is particularly relevant to government entities, ministries, public sector organizations, oil and gas companies, industrial organizations, financial institutions, infrastructure operators, and large corporations where operational disruption can have significant organizational, financial, safety, or reputational consequences. Participants will examine realistic emergency scenarios and apply structured approaches to risk assessment, contingency planning, crisis leadership, incident coordination, and recovery.

Throughout the Emergency, Crisis & Disaster Management Training Course, participants will develop practical capabilities for evaluating organizational readiness and identifying weaknesses in emergency response arrangements. The program also emphasizes crisis communication, stakeholder coordination, emergency operations centers, resource management, and the use of exercises and simulations to validate organizational preparedness.

The overall approach supports the development of a resilient organization capable of anticipating potential disruptions, responding in a coordinated manner, protecting critical assets and services, and recovering operations effectively. Participants will leave with practical tools and approaches that can be adapted to their organizational responsibilities and operational environment.

Objectives

- Analyze the fundamental principles of emergency, crisis, and disaster management and distinguish between incidents, emergencies, crises, and disasters within the training context.
- Assess organizational hazards, threats, vulnerabilities, and potential consequences to identify priority emergency and crisis scenarios.
- Develop practical emergency preparedness and response planning approaches aligned with organizational risks and critical operations.
- Apply structured command, control, and decision-making principles when responding to rapidly changing emergency and crisis situations.
- Design clear roles, responsibilities, escalation procedures, and coordination mechanisms for emergency response teams.
- Improve internal and external crisis communication processes to support timely, accurate, and coordinated information management.
- Evaluate human, technical, logistical, and financial resources required to support effective emergency response operations.
- Integrate emergency management principles with business continuity and disaster recovery requirements to strengthen organizational resilience.
- Assess organizational preparedness through exercises, simulations, performance indicators, and structured readiness reviews.
- Strengthen coordination between internal departments, government authorities, emergency services, contractors, suppliers, and other relevant stakeholders.
- Develop corrective and preventive actions based on lessons learned from incidents, exercises, and emergency response evaluations.
- Implement a practical emergency management improvement action plan that addresses identified preparedness and response gaps by the end of the course.

Who Should Attend

This training course is designed for professionals responsible for emergency management, crisis management, disaster management, risk management, business continuity, operational resilience, security, health and safety, and organizational preparedness. It is particularly suitable for emergency response managers, crisis management coordinators, business continuity managers, risk managers, HSE professionals, security managers, operations managers, facility managers, emergency planning specialists, incident commanders, and members of emergency response teams.

The program is also highly relevant to executives, department heads, senior managers, and decision makers responsible for maintaining operational continuity and organizational resilience. Professionals working in government entities, ministries, public sector organizations, oil and gas companies, energy organizations, industrial facilities, financial institutions, infrastructure organizations, and large corporations can benefit from the practical focus on emergency preparedness, crisis leadership, response coordination, crisis communication, and disaster recovery.

Learning Outcomes

- Identify and classify emergency, crisis, and disaster scenarios according to their potential likelihood, impact, and organizational priority.
- Conduct a structured assessment of hazards, vulnerabilities, operational dependencies, and critical risks.
- Develop key components of an effective emergency preparedness and response plan.
- Establish appropriate command, control, escalation, and coordination arrangements for emergency situations.
- Apply structured decision-making techniques when information is incomplete, uncertain, or rapidly changing.
- Coordinate emergency response teams, resources, facilities, and operational activities according to defined priorities.
- Develop practical crisis communication approaches for employees, management, authorities, customers, contractors, and other stakeholders.
- Apply emergency operations center principles to support information flow, coordination, situational awareness, and decision-making.
- Integrate emergency response plans with business continuity and disaster recovery arrangements.
- Design and evaluate emergency exercises and simulations to test organizational preparedness and response capability.
- Measure emergency management performance using practical readiness, response, recovery, and resilience indicators.
- Develop corrective actions and improvement initiatives based on post-incident reviews, exercises, and lessons learned.

Course Outline

DAY 01

Foundations of Emergency, Crisis & Disaster Management

- Definitions, principles, and strategic importance of emergency, crisis, and disaster management
- Differences between incidents, emergencies, crises, disasters, and major disruptive events
- The emergency and disaster management cycle: prevention, mitigation, preparedness, response, and recovery
- Organizational resilience, preparedness, and critical operational dependencies

PRACTICAL APPLICATION

Analyze a major organizational emergency scenario and identify risks, priorities, stakeholders, and required response actions

DAY 02

Risk Assessment, Preparedness & Emergency Planning

- Hazard identification, threat assessment, vulnerability analysis, and consequence assessment
- Emergency risk assessment and prioritization methodologies
- Scenario development and emergency planning assumptions
- Emergency preparedness programs, contingency planning, and response procedures

PRACTICAL APPLICATION

Develop an emergency risk assessment and build the core components of a scenario-based emergency response plan

DAY 03

Crisis Leadership, Command, Control & Emergency Response

- Crisis leadership and executive decision-making under pressure
- Command and control structures for emergency and crisis response
- Emergency operations centers and incident coordination

DAY 03 — CONTINUED

- Roles, responsibilities, escalation procedures, and authority during emergencies

PRACTICAL APPLICATION

Conduct a multi-stage crisis simulation requiring rapid decision-making, resource allocation, escalation, and cross-functional coordination

DAY 04

Crisis Communication, Business Continuity & Disaster Recovery

- Principles of crisis communication and emergency information management
- Internal and external communication during critical incidents
- Stakeholder management, media interaction, and communication responsibilities
- Integration of emergency management with business continuity and disaster recovery

PRACTICAL APPLICATION

Develop a crisis communication plan and connect emergency response procedures with continuity and recovery requirements

DAY 05

Emergency Exercises, Performance Evaluation & Organizational Resilience

- Designing emergency exercises, simulations, drills, and scenario-based testing
- Evaluating organizational readiness and emergency response performance
- Emergency management performance indicators and response effectiveness assessment
- Post-incident review, lessons learned, corrective actions, and continuous improvement

FINAL WORKSHOP

Develop an organizational emergency management improvement plan covering priorities, responsibilities, response capabilities, performance measures, and implementation actions



Register or Request More Information

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

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