

Course No. 1556

Emergency Response & Crisis Management Training Course

**PROCESS SAFETY & LOSS PREVENTION
INDUSTRIAL ENGINEERING, MAINTENANCE & OPERATIONS**

DURATION

5 Days

LOCATION

Milan, Italy

DELIVERY

Classroom

DATES

30 Nov – 4 Dec 2026



Scheduled Event Details

CITY	Milan, Italy
DATE	30 Nov – 4 Dec 2026
DELIVERY TYPE	Classroom
COURSE FEE	€7,000

Course Overview

The Emergency Response & Crisis Management Training Course provides a comprehensive professional framework for preparing organizations to respond effectively to emergencies, critical incidents, and disruptive events that may affect people, operations, assets, services, and organizational reputation. The course focuses on building structured emergency preparedness and response capabilities, from risk identification and contingency planning to incident management, crisis leadership, communication, recovery, and continuous improvement.

Effective emergency response requires more than predefined procedures. It depends on clear roles and responsibilities, reliable information, coordinated resources, rapid decision-making, and effective leadership under pressure. This course examines the core principles of emergency management, incident classification, risk assessment, emergency response planning, emergency team activation, resource management, communication, and escalation, with a strong emphasis on practical workplace application.

The programme also addresses crisis management from an organizational perspective, including command and control structures, escalation levels, coordination between departments and external stakeholders, and information management during unstable conditions. Participants develop practical approaches for rapidly assessing situations, establishing priorities, making decisions with incomplete information, and maintaining critical functions during emergency conditions.

Emergency preparedness and crisis response are particularly important in sectors involving critical operations, valuable assets, complex infrastructure, or high-consequence risks, including oil and gas, energy, industrial operations, transportation, government services, financial institutions, and major corporations. The course therefore examines a range of emergency scenarios, including operational incidents, fires, spills and releases, service interruptions, security events, natural disasters, technological incidents, and other situations requiring coordinated organizational response.

Through case studies, practical exercises, simulations, and emergency planning workshops, the Emergency Response & Crisis Management Training Course enables participants to strengthen their capabilities in situation assessment, incident management, team coordination, communication, decision-making, and recovery. The programme supports organizations seeking to improve emergency preparedness, reduce the potential impact of crises, strengthen operational resilience, and maintain continuity of critical activities.

Objectives

- Analyze potential emergency risks and threats that could affect people, operations, assets, and business continuity during the course.
- Evaluate emergency and crisis levels and determine appropriate response requirements for different scenarios.
- Develop practical emergency response plans covering roles, responsibilities, escalation procedures, resources, and communication.
- Apply incident command and control principles when managing emergency situations.
- Design practical approaches for establishing priorities and allocating resources during emergency response.
- Improve the speed and quality of decision-making under time pressure and incomplete information.
- Develop effective internal and external communication mechanisms for emergency and crisis situations.
- Apply structured approaches to coordinate emergency response between departments, teams, authorities, and relevant stakeholders.
- Assess emergency preparedness through exercises, simulations, and structured readiness reviews.
- Strengthen the integration of emergency management with risk management, business continuity, and recovery planning.
- Apply post-incident analysis techniques to identify response weaknesses, corrective actions, and improvement opportunities.
- Prepare an actionable organizational readiness improvement plan by the end of the course.

Who Should Attend

The Emergency Response & Crisis Management Training Course is designed for professionals responsible for emergency management, crisis management, safety, security, risk management, business continuity, and operational response. It is particularly suitable for Emergency Managers, Crisis Managers, Health and Safety Managers, Risk Managers, Business Continuity Managers, Operations Managers, Security Managers, Emergency Response Coordinators, Incident Coordinators, and members of emergency response teams.

The programme is also relevant to professionals working in government entities, ministries, public sector organizations, banks and financial institutions, oil and gas companies, energy organizations, industrial facilities, infrastructure organizations, and large corporations. It is especially valuable for professionals responsible for emergency planning, response coordination, resource management, crisis communication, operational resilience, and protection of critical personnel, assets, and services.

Senior managers, executives, department heads, and decision makers involved in organizational crisis management and major incident response can also benefit from the programme. It is particularly relevant to leaders in operations, security, health and safety, risk, business continuity, emergency management, and corporate resilience who need to establish more integrated frameworks for emergency preparedness, crisis response, recovery, and organizational resilience.

Learning Outcomes

- Identify emergency risks and threats that could develop into organizational emergencies or crises.
- Classify incidents according to their nature, potential impact, and required level of response.
- Develop and evaluate emergency response plans for different operational scenarios.
- Define roles and responsibilities within emergency response and incident management teams.
- Apply command, control, escalation, and coordination principles during emergencies.
- Make effective operational decisions under time pressure, uncertainty, and changing conditions.
- Manage human, material, logistical, and information resources during emergency response.
- Develop effective communication channels for managing information during crises.
- Coordinate emergency response between internal departments and relevant external

stakeholders.

- Design and conduct emergency preparedness exercises and simulations.
- Analyze post-incident performance and identify corrective and preventive improvement actions.
- Develop a practical framework for strengthening emergency preparedness, resilience, and continuity of critical operations.

Course Outline

DAY 01

Foundations of Emergency Response and Crisis Management

- Understanding emergencies, crises, and critical incidents
- Emergency management, crisis management, and business continuity
- Sources of organizational risks and emergency threats
- Incident classification and emergency response levels
- The emergency management lifecycle from preparedness to recovery
- Principles of organizational readiness and preparedness
- Identifying critical functions and essential operations
- Roles and responsibilities of emergency response teams
- Fundamentals of command and control during incidents
- Human and organizational factors affecting emergency response

PRACTICAL APPLICATION

Analyze an emergency scenario and determine response level, priorities, roles, and responsibilities

DAY 02

Emergency Planning, Risk Assessment, and Preparedness

- Emergency risk identification methodologies
- Assessing event likelihood and potential impact
- Scenario development and emergency planning
- Determining response requirements for different scenarios

DAY 02 — CONTINUED

- Developing emergency response and contingency plans
- Identifying required personnel, equipment, resources, and capabilities
- Evacuation, assembly, and initial response procedures
- Establishing escalation and emergency activation procedures
- Information and data requirements during emergency planning
- Reviewing, testing, and updating emergency response plans

PRACTICAL APPLICATION

Develop an emergency response plan for a defined scenario, including resources, procedures, responsibilities, and escalation

DAY 03

Incident Management and Crisis Leadership

- Command and control structures during emergencies
- Establishing emergency and crisis management centers
- Situation assessment and collection of critical information
- Establishing priorities during emergency response
- Decision-making under pressure and uncertainty
- Managing emergency response teams and operational resources
- Coordination between multiple departments
- Managing evolving and multi-stage incidents
- Responding to simultaneous and prolonged emergencies
- Escalation management and transition from response to recovery

PRACTICAL APPLICATION

Conduct an organizational incident simulation and manage response activities, priorities, resources, and operational decisions

DAY 04

Crisis Communication and Business Continuity

- Principles of effective emergency and crisis communication
- Information management and information flow during crises
- Internal communication with employees and response teams
- Communication with government authorities and relevant stakeholders
- Managing sensitive and critical information during emergencies
- Developing clear instructions and crisis messages
- Coordination between crisis management and corporate communications
- Business continuity and protection of critical functions
- Alternative resources, facilities, and essential services
- Transitioning from emergency response to recovery and operational restoration

PRACTICAL APPLICATION

Develop an integrated crisis communication and business continuity response for an organizational crisis scenario

DAY 05

Emergency Exercises, Recovery, and Continuous Improvement

- Designing and conducting emergency preparedness exercises
- Types of emergency drills, simulations, and readiness exercises
- Evaluating emergency response team performance
- Identifying gaps in plans, procedures, resources, and capabilities
- Post-incident and post-exercise performance analysis
- Lessons learned and organizational learning
- Developing corrective and preventive actions
- Updating emergency response plans based on exercise and incident results
- Integrating emergency management, risk management, and business continuity
- Building an organizational culture of preparedness and resilience

DAY 05 — CONTINUED

FINAL WORKSHOP

Conduct an integrated crisis simulation and develop an improvement plan covering response, communication, recovery, corrective actions, and organizational resilience

Register or Request More Information

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

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