

Course No. 1331

Organizational Resilience Training Course

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

DURATION

5 Days

LOCATION

Milan, Italy

DELIVERY

Classroom

DATES

28 Sept – 2 Oct 2026



Scheduled Event Details

CITY	Milan, Italy
DATE	28 Sept – 2 Oct 2026
DELIVERY TYPE	Classroom
COURSE FEE	€6,000

Course Overview

The Organizational Resilience Training Course provides a strategic and practical framework for strengthening an organization's ability to anticipate disruption, absorb shocks, adapt to changing conditions, maintain critical operations, and recover effectively. The course positions organizational resilience as a core management capability that connects risk management, business continuity, crisis management, operational resilience, leadership, governance, and continuous improvement.

Organizations operate within increasingly complex and interconnected environments where operational failures, cybersecurity incidents, technology disruptions, supply chain interruptions, infrastructure problems, workforce challenges, regulatory changes, market volatility, and external events can create significant disruption. Organizational resilience therefore requires more than emergency response or isolated risk controls. It requires the ability to understand vulnerabilities and dependencies, prepare for disruption, respond decisively, adapt operations, and learn from incidents to strengthen future performance.

This Organizational Resilience Training Course focuses on practical methods for assessing resilience capabilities across people, processes, technology, facilities, suppliers, information, leadership, and governance. Participants will examine how to identify critical business services, evaluate organizational dependencies, assess vulnerabilities, establish resilience priorities, develop response and recovery capabilities, and integrate resilience considerations into strategic and operational decision-making.

Through case studies, scenario analysis, resilience assessments, business continuity exercises, crisis simulations, and practical workshops, participants will develop the skills required to strengthen organizational preparedness and adaptive capacity. The course supports organizations in building a more resilient operating model that can withstand disruption, maintain essential services, recover effectively, and continuously improve its ability to respond to future challenges.

Objectives

- Analyze the principles of organizational resilience and their relationship to risk management, business continuity, crisis management, and operational performance during the course.
- Develop a structured organizational resilience framework covering governance, people, processes, technology, facilities, suppliers, information, and leadership.
- Evaluate organizational vulnerabilities, dependencies, critical services, and potential points of failure that could affect business performance.
- Apply practical resilience assessment methods to identify capability gaps and prioritize areas requiring improvement.
- Design strategies that strengthen the organization's ability to prepare for, respond to, adapt to, and recover from disruption.
- Improve integration between organizational resilience, enterprise risk management, business continuity, crisis management, and disaster recovery.
- Assess the effectiveness of existing resilience controls, plans, response capabilities, and recovery arrangements.
- Strengthen executive and management decision-making by applying resilience principles to strategic and operational decisions.
- Implement practical approaches for strengthening third-party, supply chain, workforce, technology, and infrastructure resilience.
- Evaluate organizational readiness through scenario analysis, stress testing, exercises, and resilience capability reviews.
- Develop resilience monitoring, reporting, escalation, and continuous improvement mechanisms.
- Prepare an actionable organizational resilience roadmap aligned with organizational priorities and operational requirements.

Who Should Attend

The Organizational Resilience Training Course is designed for executives, senior managers, department heads, and professionals responsible for organizational resilience, business continuity, enterprise risk management, crisis management, operational risk, governance, compliance, emergency preparedness, and organizational performance. It is particularly relevant for Resilience Managers, Business Continuity Managers, Risk Managers, Crisis Managers, Operational Risk Specialists, Governance Professionals, Compliance Specialists, Internal Control Professionals, and Strategic Planning Managers.

The course is also suitable for Operations Managers, Information Technology Managers, Cybersecurity Professionals, Facilities Managers, Supply Chain and Procurement Managers, Human Resources Managers, Finance Managers, Project Managers, Quality Professionals, Legal and Regulatory Specialists, and Corporate Communications professionals. It is especially valuable for leaders and decision makers who are responsible for protecting critical services, managing dependencies, allocating resources, and maintaining organizational capability during periods of disruption.

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 organizational resilience, service continuity, operational preparedness, and adaptive capacity are essential to sustainable performance.

Learning Outcomes

- Explain the key principles, dimensions, and capabilities of organizational resilience.
- Assess organizational vulnerabilities, dependencies, critical services, and resilience exposure.
- Identify risks and disruption scenarios that could affect people, processes, technology, facilities, suppliers, and essential services.
- Conduct a structured organizational resilience assessment and identify capability gaps.
- Develop resilience strategies that address preparedness, response, adaptation, recovery, and improvement.
- Integrate organizational resilience with enterprise risk management, business continuity, crisis management, and disaster recovery.
- Evaluate the resilience of critical business processes, services, infrastructure, technology, and supply chains.
- Apply scenario analysis and stress testing to evaluate organizational readiness under disruptive conditions.
- Strengthen leadership, decision-making, coordination, communication, and resource allocation during disruption.
- Develop resilience indicators, reporting mechanisms, escalation processes, and management information.

- Analyze lessons learned from incidents, exercises, and disruptions and translate them into improvement actions.
- Develop a practical organizational resilience action plan and implementation roadmap.

Course Outline

DAY 01

Foundations of Organizational Resilience

- Understanding organizational resilience and its strategic importance
- Dimensions of resilience: people, processes, technology, facilities, suppliers, information, leadership, and governance
- The relationship between organizational resilience, risk management, and business continuity
- Organizational resilience versus crisis management, emergency response, and disaster recovery
- Sources and types of organizational disruption
- Critical services, business processes, assets, resources, and organizational dependencies
- Resilience governance, leadership responsibilities, accountability, and oversight
- Developing a resilience-focused organizational culture
- Understanding organizational exposure and resilience maturity

PRACTICAL APPLICATION

Conduct an initial organizational resilience assessment and identify critical vulnerabilities and dependencies

DAY 02

Resilience Risk Assessment & Capability Analysis

- Identifying strategic, operational, technological, financial, workforce, infrastructure, and third-party resilience risks
- Mapping critical business services and supporting dependencies
- Assessing vulnerabilities, concentrations, single points of failure, and interconnected risks
- Evaluating potential operational, financial, regulatory, customer, and reputational impacts

DAY 02 — CONTINUED

- Resilience capability assessment methodologies
- Evaluating existing controls, plans, procedures, and response capabilities
- Identifying resilience gaps and capability weaknesses
- Prioritizing resilience risks and improvement requirements
- Developing resilience risk profiles and management summaries

PRACTICAL APPLICATION

Complete a resilience risk assessment and prioritize critical capability improvements

DAY 03

Building Resilient Operations & Continuity Capabilities

- Developing strategies for resilient business operations
- Workforce resilience, critical skills, succession, cross-training, and workforce continuity
- Technology and information resilience
- Infrastructure, facilities, and resource resilience
- Business continuity strategies for critical services
- Supplier, third-party, and supply chain resilience
- Alternative operating models and recovery arrangements
- Strengthening operational resilience and service continuity
- Integrating resilience requirements into projects, processes, and strategic initiatives
- Developing adaptive capabilities for changing operating conditions

PRACTICAL APPLICATION

Design a resilience strategy for a critical business service or operational function

DAY 04

Crisis Response, Adaptation & Resilience Under Disruption

- Organizational response to major disruptions and critical incidents
- Crisis leadership and executive decision-making under uncertainty

DAY 04 — CONTINUED

- Establishing priorities during disruption
- Managing resources, information, communication, and operational dependencies
- Scenario analysis and disruption-based testing
- Stress testing critical processes, services, technology, and resources
- Evaluating organizational response and recovery capabilities
- Managing prolonged disruption and changing operational conditions
- Learning, adaptation, and decision-making during major events
- Lessons learned from incidents, exercises, and near misses

PRACTICAL APPLICATION

Conduct a resilience scenario simulation and evaluate organizational response, adaptation, and recovery capability

DAY 05

Resilience Governance, Measurement & Continuous Improvement

- Establishing organizational resilience governance and accountability
- Executive oversight and resilience decision-making
- Developing resilience indicators and early warning mechanisms
- Monitoring organizational vulnerability and resilience performance
- Developing management dashboards, reporting structures, and escalation mechanisms
- Integrating resilience into strategic planning and operational decision-making
- Measuring resilience maturity and organizational capability
- Continuous improvement and organizational learning
- Reviewing incidents, exercises, disruptions, and resilience performance
- Establishing resilience improvement priorities and implementation actions

FINAL WORKSHOP

Develop an Organizational Resilience Strategy and implementation roadmap for strengthening preparedness, continuity, adaptation, recovery, and long-term organizational capability



Register or Request More Information

Course page: <https://quest-training.com/courses/organizational-resilience-training-course>

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