PROFESSIONAL TRAINING COURSE

Course No. 1334

Strategic Crisis Management Training Course

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

DURATION **5 Days**	DELIVERY **Classroom**
LOCATION **Dubai, UAE**	DATES **20 – 24 Sept 2026**

Scheduled Event Details

CITY	Dubai, UAE
DATE	20 – 24 Sept 2026
DELIVERY TYPE	Classroom
COURSE FEE	€4,400

Course Overview

The Strategic Crisis Management Training Course provides an advanced professional framework for developing the capabilities required to anticipate, prepare for, manage, and recover from complex organizational crises. The course approaches crisis management from a strategic perspective, helping executives, managers, and professionals understand how crises can affect organizational objectives, operations, resources, stakeholder confidence, reputation, and long-term performance.

Modern organizations may face strategic and operational crises arising from technology failures, cybersecurity incidents, financial pressures, supply chain disruption, regulatory developments, infrastructure failures, major operational incidents, environmental events, workforce challenges, and reputational threats. Effective strategic crisis management requires more than a reactive response. It requires early warning, structured risk assessment, scenario planning, executive decision-making, coordinated leadership, clear communication, and the ability to adapt as circumstances change.

The course examines how organizations can establish effective crisis governance, define leadership responsibilities and decision authority, develop escalation mechanisms, manage critical information, coordinate response teams, and establish strategic communication with employees, customers, regulators, partners, media, and other stakeholders. It also explores the relationship between strategic crisis management, enterprise risk management, business continuity, emergency management, disaster recovery, and organizational resilience.

Through executive case studies, scenario analysis, decision-making exercises, crisis simulations, and practical planning workshops, participants will strengthen their ability to assess crisis situations, prioritize strategic actions, allocate resources, lead cross-functional response teams, and manage stakeholder expectations. The course also emphasizes post-crisis recovery, organizational learning, lessons learned, and continuous improvement to strengthen future preparedness and resilience.

Objectives

- Analyze the principles of strategic crisis management and its relationship with enterprise risk management, business continuity, and organizational resilience during the course.
- Develop an integrated strategic crisis management framework covering preparedness, prevention, response, recovery, and continuous improvement.
- Evaluate potential crisis scenarios and assess their strategic, operational, financial, technological, regulatory, and reputational consequences.
- Apply early warning and risk assessment methods to identify emerging threats and potential crisis escalation.
- Design effective crisis governance structures that define roles, authority, accountability, escalation, and decision-making responsibilities.
- Improve executive decision-making and priority setting during complex, high-pressure, and uncertain crisis situations.
- Develop effective crisis communication and stakeholder engagement strategies to protect organizational confidence and reputation.
- Strengthen coordination between executive leadership, operations, risk management, business continuity, emergency response, communications, and support functions.
- Apply scenario analysis, simulation, and crisis exercises to assess organizational readiness and response capability.
- Evaluate crisis response and recovery performance and convert lessons learned into practical improvement actions.
- Align strategic crisis management with organizational strategy, enterprise risk management, operational resilience, and business continuity.
- Prepare a strategic roadmap for strengthening crisis preparedness, response capability, recovery capacity, and organizational resilience.

Who Should Attend

The Strategic Crisis Management Training Course is designed for Chief Executive Officers, senior executives, directors, general managers, department heads, and decision makers responsible for organizational preparedness, crisis governance, operational protection, risk management, and strategic decision-making. It is particularly relevant for Crisis Managers, Risk Managers, Business Continuity Managers, Resilience Managers, Operations Managers, Emergency Preparedness Managers, Security and Safety Managers, Governance Professionals, and Internal Control Specialists.

The course is also suitable for Corporate Communications Managers, Public Relations Managers, Information Technology Managers, Cybersecurity Professionals, Human Resources Managers, Supply Chain and Procurement Managers, Finance Professionals, Legal and Compliance Specialists, Project Managers, Strategic Planning Professionals, and members of crisis management committees and emergency response teams. It is especially valuable for professionals involved in crisis planning, executive decision support, cross-functional coordination, or organizational response activities.

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 crisis events may affect essential services, operational stability, organizational reputation, stakeholder confidence, or strategic objectives.

Learning Outcomes

- Explain the key principles, components, and stages of strategic crisis management.
- Analyze crisis situations from strategic, operational, financial, technological, regulatory, and reputational perspectives.
- Identify early warning indicators and factors that may signal the development or escalation of a crisis.
- Assess crisis scenarios, organizational vulnerabilities, dependencies, and potential points of failure.
- Design crisis governance structures with clear responsibilities, authority, accountability, and escalation mechanisms.
- Apply structured decision-making and priority-setting techniques during uncertain and high-pressure crisis situations.
- Develop strategic response and recovery approaches for critical operations and organizational services.
- Manage strategic communication with executives, employees, customers, regulators, partners, media, and other stakeholders.
- Coordinate multidisciplinary crisis teams and integrate crisis management with business continuity, risk management, and organizational resilience.

- Use scenario analysis, crisis simulations, and exercises to evaluate organizational preparedness and response capability.
- Evaluate crisis management performance and identify lessons learned, capability gaps, and improvement opportunities.
- Develop an integrated strategic crisis management plan and organizational improvement roadmap.

Course Outline

DAY 01

Foundations of Strategic Crisis Management & Crisis Governance

- Understanding strategic crisis management and its organizational importance
- Differences between strategic crisis management, emergency management, operational management, and routine incident management
- Types of strategic, operational, financial, technological, regulatory, and reputational crises
- Crisis development stages and organizational impact
- The role of executive leadership in crisis preparedness and management
- Crisis governance, command structures, decision authority, and accountability
- Defining crisis roles, responsibilities, escalation levels, and reporting mechanisms
- Relationship between crisis management, enterprise risk management, business continuity, and organizational resilience
- Building a crisis-ready organizational culture

PRACTICAL APPLICATION

Analyze an organizational crisis and identify its stages, impacts, governance requirements, and critical leadership decisions

DAY 02

Crisis Risk Assessment, Early Warning & Strategic Preparedness

- Identifying strategic threats and risks that may develop into organizational crises
- Assessing crisis likelihood, severity, impact, and exposure
- Identifying early warning indicators and escalation signals
- Assessing organizational vulnerabilities, dependencies, and single points of failure
- Developing realistic crisis scenarios and potential escalation pathways
- Evaluating impacts on critical operations, services, resources, stakeholders, and reputation
- Establishing strategic preparedness priorities
- Developing prevention and mitigation approaches
- Integrating crisis planning with enterprise risk management
- Developing crisis risk profiles and management-level reporting

PRACTICAL APPLICATION

Develop a crisis scenario register, early warning framework, and strategic preparedness priorities

DAY 03

Strategic Crisis Leadership & Executive Decision-Making

- Executive leadership in high-pressure and uncertain crisis environments
- Strategic decision-making under time pressure
- Analyzing available information and identifying information gaps
- Establishing strategic priorities and evaluating alternatives
- Resource allocation and strategic prioritization during crises
- Escalation, delegation, and decision authority
- Managing cognitive bias, groupthink, stakeholder pressure, and decision hesitation
- Leading multidisciplinary crisis management teams
- Coordinating executive decisions with operational and support functions
- Maintaining situational awareness throughout a rapidly changing crisis

DAY 03 — CONTINUED

> **PRACTICAL APPLICATION**
>
> Advanced executive simulation involving consecutive strategic decisions during an evolving crisis

DAY 04

Strategic Crisis Communication, Stakeholder Management & Crisis Response

- Developing a strategic crisis communication framework
- Identifying and prioritizing critical stakeholders
- Developing key messages, statements, and executive communication
- Internal communication with employees, management, and crisis response teams
- External communication with customers, suppliers, partners, regulators, and other stakeholders
- Media relations and reputation management during high-impact crises
- Managing rumors, misinformation, conflicting information, and public pressure
- Coordinating communication between crisis management, corporate communications, legal, risk, and executive leadership
- Maintaining trust, credibility, consistency, and stakeholder confidence
- Managing communication during prolonged and complex crises

> **PRACTICAL APPLICATION**
>
> Comprehensive crisis simulation involving executive decisions, media pressure, stakeholder engagement, and coordinated crisis communication

DAY 05

Crisis Recovery, Organizational Resilience & Continuous Improvement

- Transitioning from crisis response to recovery and organizational stabilization
- Establishing recovery priorities for critical operations, services, and capabilities

DAY 05 — CONTINUED

- Integrating crisis management with business continuity and disaster recovery
- Strengthening organizational resilience and adaptive capability following a crisis
- Evaluating leadership, operational, and communication performance during and after crises
- Conducting post-crisis reviews and structured lessons-learned assessments
- Identifying gaps in crisis governance, preparedness, response, and recovery
- Developing corrective actions and organizational improvement initiatives
- Measuring crisis management readiness and organizational capability maturity
- Integrating crisis management into strategic planning and enterprise risk management

FINAL WORKSHOP

Develop a strategic crisis management roadmap covering preparedness, early warning, leadership, decision-making, communication, response, recovery, resilience, and continuous improvement

Register or Request More Information

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