



BUSINESS CONTINUITY AND CRISIS MANAGEMENT

Crisis Management for Government Agencies: Preparing for the Unexpected

Course code: BCCM-003



SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Crises can disrupt government operations, erode public trust, and threaten societal stability. This course equips government professionals with the skills and strategies needed to anticipate, respond to, and recover from crises effectively. Participants will learn how to build robust crisis management frameworks, enhance resilience, and protect citizens and critical infrastructure during emergencies.

Why Attend

The course adopts an interactive and practical approach, including:

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Who Should Attend

Government officials and policymakers involved in emergency management.

Public sector leaders responsible for risk and crisis planning.

First responders and emergency services personnel.

Professionals in disaster management and public safety.

— Learning Objectives

- Understand the principles and phases of crisis management.
- Identify potential risks and vulnerabilities in their agencies.
- Develop comprehensive crisis response and communication plans.
- Coordinate effectively with stakeholders during crises.
- Manage media relations and public communication during emergencies.
- Implement recovery strategies to restore normalcy and improve resilience.

— Course Outline

DAY 1

Foundations of Crisis Management

- Understanding the nature and impact of crises
- The crisis management lifecycle: Preparedness, response, recovery
- Key principles of effective crisis management
- The role of leadership and governance in managing crises

DAY 2

Risk Assessment and Planning

- Identifying and analyzing potential risks and vulnerabilities
- Developing risk management frameworks
- Crisis planning: Creating response protocols and contingency plans
- Tools and technologies for risk assessment

DAY 3

Crisis Response Strategies

- Coordinating emergency operations and resources
- Decision-making under pressure: Tools and techniques
- Real-time crisis communication and information management
- Case studies: Successful crisis responses by government agencies

DAY 4

Communication and Stakeholder Engagement

- Managing public communication during crises
- Engaging with media and managing misinformation
- Building trust and maintaining transparency with stakeholders
- Collaborating with external partners, NGOs, and private sector entities

DAY 5

Post-Crisis Recovery and Resilience

- Developing recovery strategies and restoring normalcy
- Learning from crises: Conducting after-action reviews
- Building organizational and community resilience
- Action planning: Strengthening crisis management frameworks

— Upcoming Classroom Dates

Schedule available on request. Contact SPARK Training for current dates, locations, and fees.

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.