

Emergency Response and Crisis Management: Preparing for the Unexpected

Course code: HSE-004



SPARK TRAINING

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

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— Workshop Overview

Emergencies and crises can occur at any time, and being prepared is critical to minimizing damage, ensuring safety, and maintaining business continuity. This course equips participants with the knowledge and skills to develop effective emergency response plans, manage crises, and lead teams during high-pressure situations. By attending, you will learn how to prepare for, respond to, and recover from unexpected events.

Why Attend

This course is highly interactive and practical, featuring:

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Who Should Attend

Emergency response coordinators and crisis management teams.

Business continuity and risk management professionals.

Managers and supervisors responsible for workplace safety.

HR professionals involved in employee safety and

— Learning Objectives

- Understand the principles of emergency response and crisis management.
- Learn to develop and implement emergency response plans.
- Develop skills to lead and coordinate teams during a crisis.
- Gain knowledge of communication strategies for crisis situations.
- Create a recovery plan to restore normal operations after a crisis.

Course Outline

**DAY
1**

Introduction to Emergency Response and Crisis Management

- What is crisis management? Key concepts and importance.
- Types of emergencies: Natural disasters, technological failures, and human-made crises.
- The crisis management lifecycle: Preparedness, response, recovery, and mitigation.
- Activity: Group discussion on potential crises in your organization.

**DAY
2**

Developing Emergency Response Plans

- Key components of an emergency response plan.
- Identifying risks and vulnerabilities.
- Assigning roles and responsibilities within the crisis management team.
- Activity: Drafting an emergency response plan outline.

**DAY
3**

Crisis Communication and Coordination

- Principles of effective crisis communication.
- Communicating with internal and external stakeholders.
- Managing media relations during a crisis.
- Activity: Simulating a press conference or stakeholder update.

**DAY
4**

Leading During a Crisis

- Decision-making under pressure: Strategies for effective leadership.
- Coordinating response efforts across teams and departments.
- Managing stress and maintaining team morale.
- Activity: Role-playing a crisis scenario and leading a response team.

**DAY
5**

Recovery and Continuous Improvement

- Developing a recovery plan: Restoring operations and supporting affected stakeholders.
- Conducting post-crisis evaluations and identifying lessons learned.
- Updating emergency response plans based on feedback and new risks.
- Course wrap-up: Key takeaways and action plans for continued improvement.

— Upcoming Classroom Dates

DATE	LOCATION	FEE
19 - 23 October 2026	Frankfurt - Germany	€1,625
2 - 6 November 2026	Barcelona - Spain	€1,925
21 - 25 December 2026	Frankfurt - Germany	€1,625
18 - 22 January 2027	London - United Kingdom	€2,100
15 - 19 February 2027	Istanbul - Türkiye	€1,425
15 - 19 March 2027	Vienna - Austria	€2,125
19 - 23 April 2027	Barcelona - Spain	€1,925
17 - 21 May 2027	Paris - France	€2,250

— 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.