

Operational Excellence in Crisis Management and Contingency Planning

Course code: LM-003



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— Workshop Overview

This Operational Excellence in Crisis Management and Contingency Planning training course shall effectively help the organisation to develop a standard methodology for organizing, drafting and implementing emergency preparedness and contingency plans. The course was prepared to ensure that all delegates will gain the best practices in developing, assessing and determining consequences of contingency plans, and helps participants identify the most common weaknesses found in many crisis management plans. This attractive training course was tailored to fit with different kind of industries where the organisation reputation before, during and after the crisis are well maintained. The course will offer to the attendees the professional methods of identifying, preventing, and damage controlling at different types of crisis situations.

Why Attend

This course uses instructor-led sessions, guided discussion, and practical exercises built around Day one: Theories of Risk & Disasters, Day two: Crises Management Principles, Day three: Risk Management Principles, and day four: crisis management team formation & operations.

Who Should Attend

Incident Commander and deputies
Safety & Security Management Team Members
Risk Management & insurance Personnel
Organization's Crisis Management Team / Cell Members
Quality Management Professionals
Emergency Response Teams

— Learning Objectives

- Define crisis management
- Describe the stages of a crisis
- Apply best practice in putting crisis management into action
- Develop contingency plans
- Enhance common crisis management plan weaknesses
- Recognise how to establish a crisis management team
- Analyze the psychology of crisis management decisions
- Describe the emergency response scenarios
- Implement damage control
- Define the requirements and importance of Emergency and Crisis Response Management
- Discuss aspects of integrated emergency management

- Prepare to be ready and anticipate the unexpected event leading to a Crisis

Course Outline

DAY
1

Day one: Theories of Risk & Disasters

- Theories of crises
- Types of Crises (Related to different types of Hazards)
- What Is Crisis Management
- MITIGATE – PLAN – RESPOND – RECOVER
- Systems ideas and risks
- Health and safety management
- The management of organizational risks
- Safety culture
- Case studies

DAY
2

Day two: Crises Management Principles

- An Introduction to Crisis Management
- The elements of crisis management
- Crisis Technology and Analytics
- Mitigate potential hazards caused by natural and human-induced disasters
- Crisis Management and Decision-making
- Stakeholders and parties involved in during emergencies
- Ethics in a Crisis
- Conducting Risk/Hazard/Vulnerability Assessment

DAY
3

Day three: Risk Management Principles

- Difference between Risk Management & Risk Assessment
- Hazard Analysis and Disaster Planning
- The importance of risk management
- Management of organizational risk culture
- Risk communications
- The business impact analysis
- Business continuity planning

DAY
4

Day four: Crisis Management Team Formation & Operations

- Levels of command and Formation of the crisis management team
- Command and Control

- CMT roles & responsibilities
- Incident Management Team (IMT) roles & responsibilities
- Emergency Response Team (ERP) roles & responsibilities
- CMT operations
- Liaison with the emergency services
- Communication with the public before, during and after a crisis
- Maintaining Organization Reputation

DAY
5

Day five: Contingency Planning, Emergency Response & Damage Control Process

- Developing plans and strategies to help organizations prepare, respond and recover from disasters.
- Managing Low-Intensity Crises
- Integrated Emergency Management
- Disaster Inquiries
- Damage Control & Disaster Risk Reduction
- Most Hazardous Emergency Scenario
- Establish and maintain Medical Emergency Response (MER) Plans
- ER reports and documentation content (forms/ checklists)
- Training & Competency (The different types of Training and Drills)
- Case Study (Fire & Evacuation at Workplace)

— 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.