



Course guide

Crisis Management course

Course outline

Learn crisis management essentials

Crisis management is an important aspect of risk management, particularly for individuals and organisations responsible for projects and situations that carry the potential for widespread damage and disaster. The ability to recognise and respond quickly and effectively to crises is vital for senior and management staff.

This course is available for in-house training only. Please contact us for details

Benefits

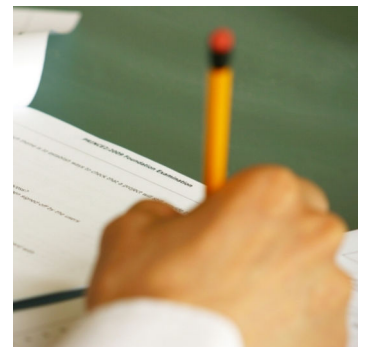
- Gain an overview of crisis management procedures
- Understand the crisis management best practice
- Learn the roles and responsibilities of a crisis management team
- Understand how to correctly handle internal and external communications

Who should attend?

- Senior managers, auditors, risk and security managers
- Individuals with responsibility for crisis or disaster management (including business continuity staff and emergency planners)
- Anybody who needs to understand the appropriate practice and procedures for responding to crisis situations

Objectives

- Assess and confirm the crisis management strategy employed by the delegate's organisation
- Design an effective crisis management team
- Implement a programme for developing a crisis management plan
- Establish a training programme for the crisis development team



Course detail

Fundamentals

- The characteristics of a major crisis
- The principles of crisis management

Crisis Management Plan

- Format
- Aims and objectives
- Roles and responsibilities
- Detailing and allocating key tasks
- Identifying a crisis
- Categorising crises
- Incident impact
- The invocation process
- Crisis management team meetings
- The role of media handling

Communications

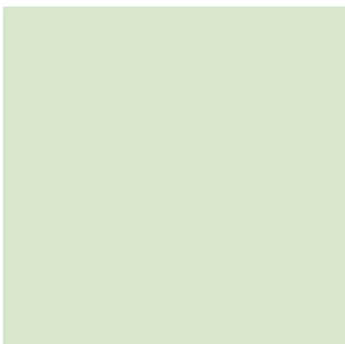
Report Forms

Aide-memoires

Training and Exercises

Questions?

Call our training advisors on [0207 148 5985](tel:02071485985) with any questions you have. You can make a booking over the telephone, online at our website, or by filling in a booking form and sending to bookings@knowledgetrain.co.uk



Contact Knowledge Train

Address

2nd Floor
14 Charterhouse Square
London
EC1M 6AX

Telephone

+44 (0)20 7148 5985

Email

info@knowledgetrain.co.uk

Web

www.knowledgetrain.co.uk

