



CRISIS MANAGEMENT

Highly Intensive, Interactive and Practical Training Course

OVERVIEW:

However well an organisation plans and despite the precautions taken, the unthinkable does happen and a "major accident occurs" with resulting impact on the company and the community. If not handled effectively at all levels of the organisation, such an event can seriously affect the Company's image, its ability to operate and its financial well being. This course is designed for Senior Management and others in the Emergency Response Organisation who could be called upon in the event of a major incident. About 60% of the course will be conducted using Power-Point Presentations, Discussing case studies and Viewing appropriate videos. The remainder of the course will be utilised by table-top discussions and practical exercises. The three-day course will delve deeper into Crisis Management including issues such as Communication, Information Flow and Stress in Emergency Response; it will also include a larger scale exercise.

THE OBJECTIVES

- ➔ To increase the awareness of the company's Senior Management and other appropriate Divisional Managers in the concept of Crisis Mitigation and Management.
- ➔ To assist the Senior Management Team in having a thorough understanding of their roles and responsibilities in minimising the potential for crisis.
- ➔ To understand crisis communication especially with Stakeholders.
- ➔ To enable participants to practice their roles by discussions and tabletop exercises utilising realistic scenarios.

MAJOR TOPICS TO BE COVERED

Module 1 ***Lessons Learned from Actual Major Accident.***

Module 2 ***Crisis Management, Definitions and Aims.***

Module 3 ***Case Study (Major Oil Spill).***

Module 4 ***Crisis Management principles:***

- ▶ *Why the Need?*
- ▶ *What is a Crisis?*
- ▶ *Crisis and Its Constituents!*
- ▶ *Incident Led Crises.*
- ▶ *Issue Led Crises.*



Module 5 **Crisis Management Application:**

- ▶ *How is the Crisis Managed?*
- ▶ *The Teams – Their Roles and Responsibilities*

Module 6 **Case Study (From Crisis to Normalisation!)**

Module 7 **Tabletop Exercise (Incident Led Crisis).**

Module 8 **Information Flow and Information Handling.**

Module 9 **Stress in Emergency Response.**

Module 10 **Tabletop Exercise – Multiple Casualties/Fatalities and Business Issues.**