

CRISIS MANAGEMENT AND RESPONSE TRAINING

“Building Resilience, Leadership, and Rapid Response Capacity in High-Stakes Situations”

Schedule

Date	Venue	Fees
11 - 15 Oct 2026	Manama, Bahrain	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

In today’s volatile world, organizations face increasing threats—from natural disasters and cyberattacks to supply chain breakdowns, pandemics, and security incidents. A timely and coordinated response can make the difference between a controlled disruption and a full-scale disaster.

This 5-day course equips participants with the tools and leadership skills to develop and execute crisis management strategies that protect people, assets, operations, and reputation. Through case studies, simulation exercises, and structured planning frameworks, participants will learn how to build crisis readiness, lead under pressure, and restore business continuity with confidence.

Objectives

By the end of this course, participants will be able to:

- Understand the lifecycle and impact of crises in different contexts
- Develop and implement effective crisis management and communication plans
- Coordinate cross-functional response teams and decision-making processes
- Manage stakeholder expectations, media messaging, and internal communication
- Conduct post-crisis reviews to improve resilience and business continuity

Why Attend

- Strengthen your organization's crisis preparedness and response capacity
- Build confidence in your leadership during emergency and high-pressure events
- Ensure your teams respond quickly, effectively, and ethically under stress
- Avoid escalation, legal risks, and reputational damage
- Learn from global crisis management failures and best practices

Target Audience

This program is designed for:

- Crisis Management and Business Continuity Professionals
- Executive Leadership, Risk and Compliance Officers
- Security, HSE, and Emergency Response Coordinators
- Corporate Communications and PR Managers
- Facility, HR, and Operations Leaders with crisis responsibilities

Individual Benefits

Key competencies that will be developed include:

- Crisis planning and scenario development
- Crisis communications and stakeholder management
- Decision-making under pressure and information triage
- Command center operations and team leadership
- Post-crisis debriefing and resilience-building

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Faster and more effective crisis response and recovery
- Improved coordination across leadership, HSE, and communications teams
- Stronger business continuity and reputational protection
- Better compliance with emergency response regulations and standards
- Enhanced organizational agility and resilience culture

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Crisis typologies, frameworks, and command structures
- Case Studies - Real-world crises from corporate, public, and global contexts
- Workshops - Development of crisis response plans and team protocols
- Peer Exchange - Simulation debriefs and shared learning
- Tools - Crisis management templates, checklists, escalation maps

Course Outline

DETAILED 5-DAY COURSE OUTLINE

Training Hours: 07:30 AM – 03:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Understanding Crisis and Response Frameworks

- Module 1: What is a Crisis? (07:30 – 09:30) • Types of crises: operational, reputational, security, health, cyber • Difference between incident, emergency, and crisis
- Module 2: Crisis Management Systems and Standards (09:45 – 11:15) • ISO 22361, FEMA ICS, and industry frameworks • Basic elements of a Crisis Management Plan (CMP)
- Module 3: Roles and Responsibilities in a Crisis (11:30 – 01:00) • Command structure: gold, silver, bronze model • Defining decision rights and communication flows
- Module 4: Workshop – Crisis Readiness Audit (02:00 – 03:30) • Evaluating your current preparedness gaps

Day 2: Building the Crisis Management Plan

- Module 5: Risk Assessment and Scenario Planning (07:30 – 09:30) • Crisis risk matrix and scenario stress testing • Triggers, thresholds, and escalation protocols
- Module 6: Crisis Team Structure and Activation (09:45 – 11:15) • Team composition, roles, and backup planning • Crisis operations room and tools
- Module 7: Business Continuity Linkages (11:30 – 01:00) • Interfacing CMP with BCP and ITDR plans • Dependencies and critical function mapping
- Module 8: Workshop – Build Your CMP Outline (02:00 – 03:30) • Group development of a mock crisis plan

Day 3: Communication, Media, and Stakeholder Engagement

- Module 9: Internal and External Communication in a Crisis (07:30 – 09:30) • Messaging principles and stakeholder prioritization • Templates for first 30-minute and 1-hour communications
- Module 10: Managing the Media and Social Channels (09:45 – 11:15) • Press briefings, interviews, and social media response • Spokesperson training basics
- Module 11: Managing Reputation and Public Perception (11:30 – 01:00) • Transparency vs. legal caution, regaining trust
- Module 12: Workshop – Crisis Press Conference Simulation (02:00 – 03:30) • Team activity with role-plays and critique

Day 4: Crisis Leadership, Ethics, and Response Operations

- Module 13: Leadership Under Pressure (07:30 – 09:30) • Decision-making under uncertainty • Morale, command presence, and team confidence
- Module 14: Ethics and Legal Risks in Crisis Response (09:45 – 11:15) • Moral dilemmas, whistleblowing, and legal compliance
- Module 15: Response Operations and Resource Management (11:30 – 01:00) • Coordination with emergency services and suppliers
 - Logistics, tracking, and information flow
- Module 16: Workshop – Live Crisis Simulation (02:00 – 03:30) • Scenario response drill with evolving variables

Day 5: Recovery, Learning, and Resilience

- Module 17: Post-Crisis Review and Recovery Planning (07:30 – 09:30) • Business recovery, trauma care, and stakeholder follow-up
- Module 18: Conducting a Crisis Debrief and Lessons Learned (09:45 – 11:15) • Root cause analysis, after-action reporting
- Module 19: Building a Resilient Culture (11:30 – 01:00) • Crisis drills, leadership training, and staff engagement
- Module 20: Final Wrap-Up and Certification (02:00 – 03:30) • Action plans, feedback, and certificate distribution

Certification

Participants will receive a Certificate of Completion in Crisis Management and Response, confirming their ability to lead and support strategic crisis preparedness, response, and recovery efforts within their organization.

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