

## CERTIFIED CRISIS MANAGEMENT PROFESSIONAL

*“Building Crisis-Ready Leadership and Organizational Resilience for High-Stakes Environments”*

### Schedule

Date	Venue	Fees (Face-to-Face)
07 - 11 Jun 2026	Doha, Qatar	USD 3495 per delegate

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

### Introduction

Organizations today face a wide range of potential crises—from cyberattacks and supply chain failures to reputational damage and natural disasters. Being unprepared can result in financial loss, operational disruption, and long-term brand erosion. This course provides the tools, frameworks, and certification needed to become a Certified Crisis Management Professional (CCMP), capable of leading through uncertainty and disruption.

Participants will gain critical skills in crisis leadership, incident response, stakeholder communication, and post-crisis recovery. The training incorporates international standards (ISO 22361, NFPA 1600) and is enriched with real-world case studies, role-playing exercises, and structured simulations.

### Objectives

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

- Develop a comprehensive crisis management and response plan
- Establish governance, roles, and communication protocols for crisis teams
- Identify early warning indicators and activate escalation procedures
- Lead stakeholders through the crisis lifecycle using structured frameworks
- Conduct post-crisis evaluations and embed lessons learned into operations

## Why Attend

- Earn a professional crisis management certification recognized across industries
- Prepare your organization for operational, reputational, and digital threats
- Build leadership confidence for high-pressure, high-visibility situations
- Enhance interdepartmental coordination and stakeholder trust during crises
- Benchmark your crisis program against global standards and best practices

## Target Audience

This program is designed for:

- Crisis managers, emergency coordinators, and risk professionals
- Senior executives and operational decision-makers
- Health, safety, and security officers
- PR, legal, and compliance personnel involved in crisis communication
- Business continuity, resilience, and enterprise risk teams

## Individual Benefits

Key competencies that will be developed include:

- Crisis leadership and high-stakes decision-making
- Scenario planning, risk signaling, and threat modeling
- Crisis communication, media handling, and stakeholder engagement
- Crisis response team coordination and command center setup
- Post-crisis review and organizational learning processes

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved readiness to respond to diverse crisis scenarios
- Structured response capabilities aligned with ISO and NFPA standards
- Faster, coordinated response minimizing operational and reputational impact
- Stronger governance, leadership, and reporting across crisis teams
- Resilient culture and systems that enable recovery and transformation

## Instructional Methodology

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

- Strategy Briefings – Crisis lifecycle, governance, ISO 22361 integration
- Case Studies – Analysis of global crisis events and organizational responses
- Workshops – Build response plans, test communications, lead simulations
- Peer Exchange – Sector-specific experiences and benchmarking
- Tools – Crisis response templates, command center SOPs, escalation checklists

## Course Outline

**Training Hours: 7:30 AM - 3:30 PM** Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

### Day 1: Crisis Management Fundamentals

- Module 1: Types of Crises and Risk Categories (07:30 - 09:30) • Operational, reputational, strategic, digital
- Module 2: ISO 22361 & International Crisis Standards (09:45 - 11:15) • Governance structures, principles, preparedness
- Module 3: Crisis Leadership Roles and Responsibilities (11:30 - 01:00) • Crisis team structure, decision rights, communication
- Module 4: Workshop - Crisis Risk Mapping (02:00 - 03:30) • Identify key threats and develop early warning indicators

### Day 2: Crisis Planning and Governance

- Module 5: Developing a Crisis Management Plan (07:30 - 09:30) • Objectives, scope, responsibilities, escalation paths
- Module 6: Incident Command System (ICS) and Control Centers (09:45 - 11:15) • EOC/command center functions, coordination, logging
- Module 7: Crisis Documentation and Response Templates (11:30 - 01:00) • Action logs, checklists, plans of action
- Module 8: Workshop - Build Your Crisis Response Plan (02:00 - 03:30) • Develop a plan based on a chosen scenario

### Day 3: Crisis Communication and Stakeholder Engagement

- Module 9: Communication Strategies in Crisis (07:30 - 09:30) • Internal/external messaging, media protocols
- Module 10: Managing Stakeholders Under Pressure (09:45 - 11:15) • Board, regulators, staff, public, clients
- Module 11: Digital and Social Media Management (11:30 - 01:00) • Misinformation, rapid response teams
- Module 12: Workshop - Media Statement and Stakeholder Mapping (02:00 - 03:30) • Simulate press release and response Q&A

### Day 4: Simulation and Incident Response Execution

- Module 13: Crisis Simulation Preparation (07:30 - 09:30) • Objectives, structure, team roles
- Module 14: Live Tabletop Simulation Exercise (09:45 - 11:15) • Run a real-time multi-scenario exercise
- Module 15: Evaluation and Debriefing of Simulation (11:30 - 01:00) • Performance review, gaps, and lessons
- Module 16: Workshop - Simulation Performance Analysis (02:00 - 03:30) • Group review and corrective action planning

### Day 5: Post-Crisis and Certification

- Module 17: Post-Crisis Evaluation & Business Continuity (07:30 - 09:30) • Incident reporting, recovery planning
- Module 18: Root Cause Analysis and Learning Integration (09:45 - 11:15) • Review tools, RCA templates, change implementation
- Module 19: Final Assessment and Certification Review (11:30 - 01:00) • Exam preparation and mock review
- Module 20: Final Workshop - Present Your Crisis Readiness Roadmap (02:00 - 03:30) • Group presentations and facilitator feedback

## Certification

Participants will receive the Certified Crisis Management Professional (CCMP) designation upon successful completion of the training and final assessment. This certification validates their readiness to lead, coordinate, and manage crisis response and recovery efforts in accordance with global best practices.

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