MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

BUSINESS CONTINUITY & CRISIS MANAGEMENT

"Ensuring organizational resilience through proactive continuity planning and effective crisis response."

Schedule

Date	Venue	Fees (Face-to-Face)
06 – 10 Jul 2026	London, UK	USD 3495 per delegate

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

Introduction

In an unpredictable global landscape, organizations must be prepared for disruptions ranging from cyberattacks and natural disasters to supply chain breakdowns and reputational crises. Business Continuity & Crisis Management provides the framework for preparing, responding, and recovering from such events while minimizing impact on operations, stakeholders, and reputation.

This intensive 5-day course delivers practical methodologies and international best practices (including ISO 22301 and ISO 22361) to build resilient systems and leadership capabilities in crisis management. Participants will learn how to assess risks, design continuity strategies, manage emergencies, and test their plans through simulations and real-world case studies.

Objectives

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

- Understand the principles and lifecycle of Business Continuity Management (BCM)
- Identify critical business functions and conduct Business Impact Analyses (BIA)
- Develop and implement Business Continuity and Crisis Response Plans
- Apply crisis communication strategies to protect brand and reputation
- Align with global standards such as ISO 22301 and ISO 22361
- Lead response teams and manage high-pressure emergency situations

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Why Attend

- Build organization-wide resilience and emergency readiness
- Learn to lead through crises and protect critical functions
- Reduce downtime, losses, and reputational damage during disruptions
- Align your business continuity efforts with international standards
- Gain confidence through role-playing, simulations, and case studies

Target Audience

This program is designed for:

- Business continuity and risk management professionals
- Emergency response and crisis management teams
- Facility and operations managers
- IT disaster recovery planners
- Senior executives and department heads
- Internal auditors, security officers, and compliance professionals

Individual Benefits

Key competencies that will be developed include:

- Risk and impact analysis
- Business continuity and disaster recovery planning
- Emergency response coordination
- Stakeholder and media communication
- Incident leadership and decision-making under pressure

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Reduced risk of disruption and loss
- Improved crisis response and business continuity maturity
- Strengthened stakeholder confidence and regulatory compliance
- Integrated risk, resilience, and response planning across departments
- Enhanced ability to maintain operations in times of crisis

Instructional Methodology

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

- Strategy Briefings – BCM frameworks, ISO 22301/22361, and crisis leadership
- Case Studies – Global business disruptions and response analysis
- Workshops – Risk assessment, BIA, plan development, and scenario testing
- Peer Exchange – Tabletop exercises and team simulations
- Tools – Templates for BIA, crisis response plans, risk registers, and communication protocols

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Course Outline

Detailed 5-Day 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: Foundations of Business Continuity

- Module 1: Introduction to BCM & ISO 22301 (07:30 – 09:30)
- Key definitions, goals, and governance
- Legal, regulatory, and stakeholder expectations
- Module 2: Business Continuity Policy & Program Management
- Setting objectives and scope
- Roles, responsibilities, and resources
- Module 3: Risk Assessment and Business Impact Analysis
- Critical function identification
- Quantifying operational and financial impacts

Day 2: Business Continuity Strategy & Planning

- Module 1: Continuity Strategy Development
- Recovery strategies for critical operations
- Facility, technology, and personnel planning
- Module 2: Business Continuity Plan (BCP) Design
- Plan structure, components, and documentation
- Module 3: Integration with IT Disaster Recovery
- Aligning IT DR with business needs
- RTO/RPO and data backup strategies

Day 3: Crisis Management Essentials

- Module 1: Crisis Management Framework (ISO 22361)
- Stages: Prepare – Respond – Recover – Learn
- Module 2: Crisis Leadership and Decision-Making
- Roles, authority, and delegation under pressure
- Module 3: Crisis Communication Planning
- Internal/external messaging, media handling
- Social media and stakeholder updates

Day 4: Simulation, Testing & Exercising

- Module 1: Emergency Response Planning
- Evacuation, command centers, and coordination
- Module 2: Scenario-Based Exercises
- Tabletop simulation of a disruption event
- Module 3: Testing and Validating BCPs
- Types of tests, audit, and continuous improvement

Day 5: Integration, Audit & Improvement

- Module 1: Embedding BCM into Corporate Culture
- Change management, awareness, and training
- Module 2: Auditing, Reviewing & Updating the BCM System
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Performance metrics and maturity assessment

- Module 3: Final Group Project & Action Plan
- Design and present a mini BCM framework for a sample organization

Certification

Participants will receive a Certificate of Completion in Business Continuity & Crisis Management, confirming their ability to lead continuity and emergency response initiatives aligned with ISO 22301 and ISO 22361 standards.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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