Arabian Institute For Training

Corporate Risk & Crisis Management

INTRODUCTION

- This Corporate Risk & Crisis Management training course offers Participants the basics in identifying, preventing, and controlling crisis situations, and helps understanding the importance and challenges faced when addressing Crisis Management, which is vital for the safety and security of human life, revenues and reputation.
- During this training course, Crisis Management activities from preparation to training and compliance are covered, various stages of a crisis are discussed, Crisis Management functional structure, roles & responsibilities and procedures are also discussed.
- This training course emphasizes the importance of communication and making instant and effective decisions at the different stages of the Crisis: the pre-Crisis, during the Crisis and post-Crisis, including the assessment and identification of the most common weaknesses found to adjust and improve.
- The training course concludes by elaborating on the distinction between Crisis Management and Risk Management which are often confused.

This training course will highlight:

- What is a Crisis?, What is Crisis Management?, Types of Crisis
- Business Continuity Planning (BCP) & Crisis Management
- Stages of a Crisis & Crisis Management Process Steps
- The Crisis Management Team & The Crisis Communications Team
- The Crisis Management Plan
- The Crisis Management Command Center
- Exercising the Crisis Management Plan
- Crisis Management vs. Risk Management

OBJECTIVES

At the end of this training course, you will be able to:

- Understand the definitions of key terms of Crises & Crisis Management
- Explore the different stages of a Crisis
- Identify the Crisis Management process Steps
- Define the Roles & Responsibilities of The Crisis Management Team
- Develop a Comprehensive Crisis Management Plan
- Learn how to set up a Crisis Management Command Center
- Create a Crisis Management Checklist
- Distinguish between Crisis Management and Risk Management

TRAINING METHODOLOGY

- A highly interactive class, where all delegates will be encouraged to engage and participate, share and gain from each other's knowledge and experience.
- The classroom lectures will rely on a bullet based slide presentation enriched by group discussions around case studies and checklists wherever applicable.

ORGANISATIONAL IMPACT

- Adopting an adequate Crisis Management Process
- Building an Effective Crisis Management Plan
- Clarity on Roles and Responsibilities (Who is supposed to do What?)
- Better Utilization of Available Constrained Resources
- Building a high resilient, high reliable operation capable of ensuring efficient Business Continuity before, during and after the crisis

PERSONAL IMPACT

This training course will benefit participants by gaining knowledge that will enable them to have a better understanding on:

- Their Roles and Responsibilities in the Crisis Management Process
- Roles & Responsibilities of the Structures Involved in the Process
- How to adopt an Effective Crisis Management Process
- How to Build a Comprehensive Crisis Management Plan
- How and when to Exercise the Plan
- How to Integrate Crisis management Business Continuity

WHO SHOULD ATTEND?

This training course is targeting a wide range of managers / officers on all business units who are part of the Crisis Management Structure throughout the organization. It is also targeting senior management levels up to the CEO and Governing Body level involved in the Executive Management Team for Crisis Management.

- Risk / Compliance Management Function
- Internal Audit Function
- Internal Control Function
- Security / Safety / Facility Management Functions
- Governing Body & CEO Level
- Executive Management and Directors
- Senior Management and Middle Management

Course Outline

Introduction to Crisis Management

- What is a Crisis, What is Crisis Management
- Why we Need Crisis Management
- Types of Crises
- Non Physical Damage Crises
- Physical Damage Crises
- Business Continuity Plan (BCP)
- Prevention Plan
- Emergency Response Plan
- Business Resumption Plan
- Crisis Management fit within BCP

Crisis Management Process

- Stages of a Crisis
- The Pre-Crisis Stage
- The Acute-Crisis Stage
- The Post-Crisis Stage
- Crisis Management Steps

Crisis Management Structure

- The Executive Management Team (EMT)
- EMT Roles during Crisis Stages
- The Crisis Management Team (CMT)
- CMT Roles and Responsibilities
- Exercising the CMT

Crisis Management Structure

- The Crisis Communications Team
- The Crisis Communications Policy
- The Crisis Management Plan (CMP)
- The Crisis Management Command Center
- Crisis Management Checklist

Exercising the Crisis Management Plan

- Exercising the Crisis Management Plan
- Objectives of The Exercise
- Planning the Exercise
- Performing the Exercise
- Evaluating the Exercise
- Updating the Crisis Management Plan
- Crisis Management vs. Risk Management

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