TERMINAL CRISIS MANAGEMENT AND INCIDENT INVESTIGATION   MAL031

COURSE DESCRIPTION

Crisis Management isn't just about managing the media or having a plan. It's about leading and managing your organization through a time of great uncertainty and scrutiny. No company is immune, we have seen over the past few years, even the biggest companies can fall victim to the negative effects of a crisis event. What you do before, during and after can be the difference between your continued success or failure.

A crisis is usually unforeseen and most often has to be dealt with using limited, or inadequate, resources and with limited and incomplete information. Many companies have crisis management plans and procedures in place, however it is common that these are large, bulky and impractical documents and when the critical incident occurs, nobody knows where the plan is, how the plan should be implemented or what to do. Often the Crisis Management Plan is sadly a document that simply sits on a shelf in the office or meets your compliance needs, not something that adds resilience to your company. This Master Class uses contemporary crisis management techniques, including theory lessons, group activities, case studies, and a series of activities and exercises that will build the course participants ability to make decisions under difficult and stressful conditions whilst under the guidance of our professional and experienced instructors.

This course is a comprehensive learning opportunity covering all aspects of developing and implementing an incident response structure and crisis management capability. It begins with learning how to build an incident response structure (as introduced in the Design stage of the Business Continuity Management Lifecycle) and goes beyond incident management into learning how to build a crisis management capability in an organization. This course provides the continuity and resilience professional with the opportunity to gain a deeper knowledge and understanding of this subject as well as the opportunity to apply this knowledge in the classroom using a case study and an exercise.

The course is broken down into modules, exploring the concepts, principles of incident and crisis management and what tools and techniques can be applied in anticipating and assessing incidents it as well as the key activities, roles and responsibilities required for effective incident and crisis management.

COURSE GOAL

To enhance the participants' knowledge, skills, and attitudes necessary to understand the required techniques and skills to plan for, response to and recover from a critical incident or crisis.

COURSE OBJECTIVES

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

- Learn How to develop a more holistic approach to terminal crisis contingency planning.
- Achieve a state of terminal crisis preparedness.
- Formulate effective strategies to mitigate terminal risk.
- Learn how to deal with media and get them on your side.
- Develop an understanding of crisis and emergency management response at national level.
- Communicate clearly and effectively both internally and externally.
- Design & implement a communication & collaboration strategy in times of crisis.
- Understand the principles, strategies and techniques for incident response and crisis management.
- Develop the knowledge and skills necessary for implementing an effective structure and processes for responding to and managing incidents and crises.
- Determine why and who conducts an investigation?
- Understand the investigation methodology, the essential process.
- Understand the two major components that contribute to the cause of an incident.
- Determine why investigations must be constructive, professional, credible and timely.

WHO SHOULD ATTEND

Those involved in the development, management, and review of the Organizations Incident Management Framework or Plans, or is key to implementing the plans during an incident/crisis including:

- Crisis and Emergency Management Team Members
- Business Continuity Managers
- Risk Managers
- Operations Managers
- Emergency Response Coordinator
- ER, Fire & Protection Specialist
- Manager for Security and Protection
- Head of Process Compliance Units from these Specific Industry & Departments
- Oil and Gas
- Power, Energy & Infrastructure
- Police and Security
- Airlines and Transportation

COURSE DURATION

5 Working Days

COURSE OUTLINES

The course covers the following areas:

- Regulatory Environments
- Communications: Problems and Solutions
- Failure to Identify Hazards
- What is Operator error?
- Training
- Handling Stress in a Crisis
- Threat/Vulnerability Assessment and Risk Analysis
- Crisis Management Plans
- Designing Reporting Systems
- Critical Incident Staff Selection
- Media Management