Strategic Crisis Management
Incorporating Security & Major Emergency Response

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SOLUTIONS DMCC

HSE068

Course Description

This course is designed to provide senior leaders and crisis management teams with the knowledge and skills necessary to manage strategic crises, incorporating security measures and effective emergency response plans. Participants will learn to coordinate efforts across organizational levels to mitigate the impact of emergencies, safeguard critical assets, and ensure a swift recovery. The course covers both security and emergency response strategies, focusing on how to integrate these disciplines into a cohesive crisis management approach. Case studies and real-world examples will highlight best practices for managing crises, from initial response to post-crisis recovery.

Course Objectives

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

- Understand the fundamentals of strategic crisis management and its role in organizational resilience.
- Develop and implement security strategies to protect organizational assets during crises.
- Design and execute comprehensive emergency response plans.
- Coordinate efforts across departments to manage crises effectively.
- Apply risk assessment and crisis simulation techniques to prepare for potential emergencies.
- Communicate effectively with stakeholders during crises to ensure accurate information dissemination.
- Lead crisis management teams through major incidents, ensuring minimal impact and rapid recovery.
- Understand the integration of security and emergency response in a holistic crisis management strategy.

Who Should Attend

- Senior executives, managers, and decision-makers responsible for crisis management.
- Security personnel and emergency response coordinators involved in high-stakes environments.
- Crisis management teams, including risk management, IT security, and emergency response leaders.
- Operations managers, business continuity planners, and project managers overseeing critical operations.
- Anyone involved in managing or overseeing emergency response strategies and organizational security.

Course Duration

5 Working Days

Course Outlines

1. **Introduction to Strategic Crisis Management**

   - Defining strategic crisis management and its importance in business continuity.

   - The role of senior leadership in crisis management.

   - Key principles and stages in the crisis management lifecycle.

2. **Security Considerations in Crisis Management**

   - Overview of security strategies during crises: physical, cyber, and operational security.

   - Identifying and securing critical assets and infrastructure.

   - Developing a security protocol for crisis response and recovery.

3. **Developing an Emergency Response Plan**

   - Key elements of an effective emergency response plan.

   - Coordinating across departments: security, operations, HR, and communications.

   - Creating response protocols for different types of emergencies (e.g., natural disasters, cyberattacks, civil unrest).

4. **Crisis Management Frameworks and Models**

   - Strategic frameworks for managing crises: ICES, PPRR, and others.

   - Incident command systems and the structure of emergency response teams.

   - Implementing incident management software and tools to streamline crisis response.

5. **Risk Assessment and Crisis Simulations**

   - Identifying potential risks and crisis scenarios specific to the organization.

   - Conducting risk assessments and vulnerability analyses.

   - Crisis simulation exercises to test the effectiveness of emergency response plans.

6. **Communication During a Crisis**

   - Developing communication strategies for internal and external stakeholders.

   - Crisis communication protocols: managing the flow of information, public relations, and media interactions.

   - Building trust and credibility with stakeholders during a crisis.

7. Coordinating the Crisis Response

    • Managing crisis teams and directing resources effectively during an emergency.

    • Managing the decision-making process during high-pressure situations.

    • Interdepartmental coordination: aligning response efforts and maintaining operational continuity.

8. Post-Crisis Recovery and Lessons Learned

    • Strategies for business continuity and recovery after a crisis.

    • Conducting post-crisis reviews and evaluations.

    • Implementing lessons learned and improving crisis management strategies for future incidents.

9. Case Studies and Best Practices

    • Real-world case studies of successful crisis management, security integration, and emergency response.

    • Discussion of lessons from past crises and how to adapt strategies.

    • Analyzing common challenges in crisis management and how to overcome them.