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LEADERSHIP AND MANAGEMENT | LM-003

Operational Excellence in Crisis Management and Contingency Planning

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Course content

Why Attend

Why Choose Operational Excellence in Crisis Management and Contingency Planning Training Course?

This Operational Excellence in Crisis Management and Contingency Planning training course shall effectively help the organisation to develop a standard methodology for organizing, drafting and implementing emergency preparedness and contingency plans.

The course was prepared to ensure that all delegates will gain the best practices in developing, assessing and determining consequences of contingency plans, and helps participants identify the most common weaknesses found in many crisis management plans.

This attractive training course was tailored to fit with different kind of industries where the organisation reputation before, during and after the crisis are well maintained.

The course will offer to the attendees the professional methods of identifying, preventing, and damage controlling at different types of crisis situations.

This Operational Excellence in Crisis Management and Contingency Planning training course will feature:

• Latest theories of identifying potential risks or situations

• Developing a standard methodology for organizing, drafting and implementing emergency preparedness and contingency plan and procedures

• Dealing with various stages of a crisis

• Damage control guidance

• Crisis management team training and compliance

What are the Goals?

This course helps participants identify potential risks or situations that may precipitate a crisis or emergency and learn approaches on how to respond to such incidents.



Course content

Why Attend

The Course is to enable students to understand and apply the principles of emergency response planning and crisis management. It considers the need for emergency and crisis response planning and an integrated approach to emergency management. It is mainly To plan and prepare for effective Emergency Response Plans (ERP) that mitigates the potential consequences of an Incident to people (local community and personnel), environment, assets and reputation, and enables normal operations to be resumed efficiently.

By the end of This Operational Excellence in Crisis Management and Contingency Planning training course, participants will be able to:

- Define crisis management
- Describe the stages of a crisis
- Apply best practice in putting crisis management into action
- Develop contingency plans
- Enhance common crisis management plan weaknesses
- Recognise how to establish a crisis management team
- Analyze the psychology of crisis management decisions
- Describe the emergency response scenarios
- Implement damage control
- Define the requirements and importance of Emergency and Crisis Response Management
- Discuss aspects of integrated emergency management
- Prepare to be ready and anticipate the unexpected event leading to a Crisis

Who is this Training Course for?

This Operational Excellence in Crisis Management and Contingency Planning training course is suitable for a wide range of professionals at both senior and middle level of management, and who are involved in any aspect of Crisis and Risk Management and who want to understand, implement and improve the latest Risk and Resilience Management concepts, processes and ideas at both strategic and operational levels.



Course content

Why Attend

This Operational Excellence in Crisis Management and Contingency Planning training course is suitable to a wide range of professionals but will greatly benefit:

• Incident Commander and deputies

• Safety & Security Management Team Members

• Risk Management & insurance Personnel

• Organization's Crisis Management Team / Cell Members

• Quality Management Professionals

• Emergency Response Teams

• Line Managers and Supervisors

• Directors and Senior Executives

• Internal & External Affair management

• Team Leaders, managers or responsible parties who has safety, emergency, or crisis management responsibilities

• Other Professionals involved in Risk, Resilience, and Crisis management

Course outline

Day one: Theories of Risk & Disasters

• Theories of crises

• Types of Crises (Related to different types of Hazards)

• What Is Crisis Management

• MITIGATE – PLAN – RESPOND – RECOVER

• Systems ideas and risks

• Health and safety management



Course content

Course outline

- The management of organizational risks
- Safety culture
- Case studies

Day two: Crises Management Principles

- An Introduction to Crisis Management
- The elements of crisis management
- Crisis Technology and Analytics
- Mitigate potential hazards caused by natural and human-induced disasters
- Crisis Management and Decision-making
- Stakeholders and parties involved in during emergencies
- Ethics in a Crisis
- Conducting Risk/Hazard/Vulnerability Assessment

Day three: Risk Management Principles

- Difference between Risk Management & Risk Assessment
- Hazard Analysis and Disaster Planning
- The importance of risk management
- Management of organizational risk culture
- Risk communications
- The business impact analysis
- Business continuity planning

Day four: Crisis Management Team Formation & Operations



Course content

Course outline

- Levels of command and Formation of the crisis management team
- Command and Control
- CMT roles & responsibilities
- Incident Management Team (IMT) roles & responsibilities
- Emergency Response Team (ERP) roles & responsibilities
- CMT operations
- Liaison with the emergency services
- Communication with the public before, during and after a crisis
- Maintaining Organization Reputation

Day five: Contingency Planning, Emergency Response & Damage Control Process

- Developing plans and strategies to help organizations prepare, respond and recover from disasters.
- Managing Low-Intensity Crises
- Integrated Emergency Management
- Disaster Inquiries
- Damage Control & Disaster Risk Reduction
- Most Hazardous Emergency Scenario
- Establish and maintain Medical Emergency Response (MER) Plans
- ER reports and documentation content (forms/ checklists)
- Training & Competency (The different types of Training and Drills)
- Case Study (Fire & Evacuation at Workplace)



Seminar dates

Available seminar dates

Live dates and pricing for Operational Excellence in Crisis Management and Contingency Planning generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Paris - France	Classroom	**€3,600.-**
11 - 15 January 2027	Geneva - Switzerland	Classroom	**€4,200.-**
8 - 12 February 2027	Dubai - UAE	Classroom	**€2,040.-**
8 - 12 March 2027	London - U.K	Classroom	**€3,360.-**
12 - 16 April 2027	Istanbul - Turkey	Classroom	**€2,280.-**
10 - 14 May 2027	Cape Town - South Africa	Classroom	**€3,400.-**
14 - 18 June 2027	Barcelona - Spain	Classroom	**€3,080.-**
12 - 16 July 2027	Paris - France	Classroom	**€3,600.-**
9 - 13 August 2027	Geneva - Switzerland	Classroom	**€4,200.-**
13 - 17 September 2027	Madrid - Spain	Classroom	**€3,400.-**
11 - 15 October 2027	London - U.K	Classroom	**€3,360.-**
8 - 12 November 2027	Istanbul - Turkey	Classroom	**€2,280.-**
13 - 17 December 2027	Vienna - Austria	Classroom	**€3,400.-**

Live online option	Online delivery is available at €1,850.-.