informatech

informatech CERTIFIED GLOBAL LEADERSHIP CONSULTANTS

AUDITING AND GOVERNANCE RISK AND COMPLIANCE | COURSE

Strategic Crisis Management, Incorporating Security & Major Emergency Response

UK
+44 33 000 111 90
info@informatech.co.uk
https://informatech.uk
63-66 Hatton Garden Hatton Garden
EC1N 8LE , London

NL
+31 85 74 444 46
info@infomatech.nl
https://infomatech.nl
Waarderweg 50 - 2031PB
Haarlem - Netherlands

Course content

Why Attend

Why Choose Strategic Crisis Management, Incorporating Security & Major Emergency Response Training Course?

Crisis Management Team (CMT) and Emergency Response Team (ERT) Leaders need access to the right information, at the right time, and at the right level of detail, to make the right decisions.

The value of good crisis leadership has been proven over past years.

It is accepted that the increasing range of potential incidents and emergencies which could affect business, disrupt production and affect global reputation are becoming increasingly complicated.

This new training course will teach you that Strategic Crisis Management is the identification, selection and implementation of yours, and the organisation's goals and objectives, and how utilising your authentic Leadership qualities you will be able to deliver great outcomes so successfully dealing with any Crisis.

This Strategic Crisis Management, Incorporating Security & Major Emergency Response training course will feature:

- How to be successful in the Four critical areas of Emergency Response
- Utilising the Five Levels of Leadership to get the maximum from your Teams
- Fourteen characteristics you need to learn to be an effective Crisis Leader
- How to avoid mis-management and so make a bad situation worse
- Rapidly establishing options, making judgements, redefining standards
- Analysis of the human factor, psychological readiness, discipline & leadership

What are the Goals?

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

- Acquire an in-depth knowledge of Strategic Crisis Management
- Develop strategies so you and your team respond efficiently and effectively

Course content

Why Attend

• Analyse Five deadly leadership behaviours and Six winning strategies in a crisis

• Implement the Five major functional areas of Incident Command Systems

• Plan for more beneficially rewarding multi-agency exercises

• Effectively use advanced techniques that will improve leadership performance at that critical time

Who is this Training Course for?

Anyone who find themselves responsible for leading on, or implementing Crisis Management, Emergency Response and Business Continuity/Recovery mechanisms.

This Strategic Crisis Management, Incorporating Security & Major Emergency Response training course is suitable to a wide range of professionals but will greatly benefit:

• Fire Management Professionals

• Security Management Professionals

• Health, Safety and Environment personnel

• Operation, Asset and Facility Professionals

• Risk, Marketing and Insurance Professionals

• Designated Incident, Emergency and Crisis Response Professionals

• Line Managers and Supervisors and other professionals wishing to appraise their comprehension of Emergency Response

• Professionals who have been allocated crisis management tasks yet have had insufficient time to devote to the subject

Course outline

Day one: Evaluate, Mitigate and Responding to Challenges

• Understanding Strategic Crisis Management

Course content

Course outline

- Consider the complete range of risks to your organisation
- CMT and ERT - Roles & Responsibilities
- Issues management, master this before it becomes a Crisis
- Who else inside and outside the organisation should be involved
- Five deadly Leadership behaviours & Six winning strategies
- Understanding 'denial-curve' and 'group-think' syndromes

Day two: Planning & Security – Who and What Else Should be Considered

- Security Management & Asset Protection
- Case Studies, why some companies fail, and others survive
- Based on the previous module, self-evaluation questionnaire
- Developing, improving & implementing Emergency Response Plans
- Business Continuity Management (BCM) Strategies
- Case Study and Workshop

Day three: Crisis Communications & Incident On-Scene Management

- Incident Command Systems (ICS)
- On Scene Crisis Management, essential elements for success
- Emergency Communication Centres, avoiding the ten most common mistakes
- Reputation Management - Managing Social Media
- Press Conference & step by step guidance on how to conduct TV interviews
- Case Study
- Exercise: Crisis Communications Strategy

Course content

Course outline

Day four: The Human Factor – What Can Go Right and What Can Go Wrong?

- Alerting and Warning
- Evacuation Strategies
- Major Incident Simulation - Role Playing Workshop
- Psychological & Welfare concerns in Crisis Management
- How to improve staff morale and confidence in the process
- Questionnaire, are your batteries in good condition
- Corporate Case Study – when the board get it wrong

Day five: Crisis Management Plan Testing, Training and Exercising

- Case Studies x 3 with the same root cause, are we learning
- Exercises: a programme of learning and of validating plans and procedures
- How to get advantageous results from an exercise
- Post Incident evaluations, de-briefing skills, managing hot & cold de-briefs
- Critique report writing, executive summaries and key recommendations
- Closing the loop. Implementing recommendations, continuing the process

Seminar dates

Available seminar dates

Live dates and pricing for Strategic Crisis Management, Incorporating Security & Major Emergency Response generated from the course details page.

Date	Location	Format	Fee
13 - 17 July 2026	Amsterdam - Netherlands	Classroom	**€4,250.-**
17 - 21 August 2026	London - U.K	Classroom	**€4,200.-**
21 - 25 September 2026	Istanbul - Turkey	Classroom	**€2,850.-**
19 - 23 October 2026	Vienna - Austria	Classroom	**€4,250.-**
2 - 6 November 2026	Barcelona - Spain	Classroom	**€3,850.-**
21 - 25 December 2026	Paris - France	Classroom	**€4,500.-**

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