GOVERNMENT AND PUBLIC SECTOR | GPS-008

# Crisis Management for Government Agencies: Preparing for the Unexpected


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# Course content

## Why Attend

Crises can disrupt government operations, erode public trust, and threaten societal stability. This course equips government professionals with the skills and strategies needed to anticipate, respond to, and recover from crises effectively.

Participants will learn how to build robust crisis management frameworks, enhance resilience, and protect citizens and critical infrastructure during emergencies.

## Course Methodology

The course adopts an interactive and practical approach, including:

- Lectures and expert insights to understand crisis management principles.
- Case studies to analyze past crises and lessons learned.
- Simulations and role-playing to practice real-world crisis scenarios.
- Workshops to develop response plans and protocols.
- Group discussions to foster knowledge-sharing and collaborative problem-solving.

## Course Objectives

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

- Understand the principles and phases of crisis management.
- Identify potential risks and vulnerabilities in their agencies.
- Develop comprehensive crisis response and communication plans.
- Coordinate effectively with stakeholders during crises.
- Manage media relations and public communication during emergencies.
- Implement recovery strategies to restore normalcy and improve resilience.

# Course content

## Target Audience

This course is designed for:

• Government officials and policymakers involved in emergency management.

• Public sector leaders responsible for risk and crisis planning.

• First responders and emergency services personnel.

• Professionals in disaster management and public safety.

• Consultants and advisors in crisis management.

## Target Competencies

Participants will develop competencies in:

• Crisis planning and risk assessment

• Emergency response coordination

• Effective communication during crises

• Decision-making under pressure

• Stakeholder engagement and collaboration

• Post-crisis recovery and resilience building

## Course outline

### Day 1: Foundations of Crisis Management

• Understanding the nature and impact of crises

• The crisis management lifecycle: Preparedness, response, recovery

• Key principles of effective crisis management

• The role of leadership and governance in managing crises

### Day 2: Risk Assessment and Planning

# Course content

## Course outline

• Identifying and analyzing potential risks and vulnerabilities

• Developing risk management frameworks

• Crisis planning: Creating response protocols and contingency plans

• Tools and technologies for risk assessment

### Day 3: Crisis Response Strategies

• Coordinating emergency operations and resources

• Decision-making under pressure: Tools and techniques

• Real-time crisis communication and information management

• Case studies: Successful crisis responses by government agencies

### Day 4: Communication and Stakeholder Engagement

• Managing public communication during crises

• Engaging with media and managing misinformation

• Building trust and maintaining transparency with stakeholders

• Collaborating with external partners, NGOs, and private sector entities

### Day 5: Post-Crisis Recovery and Resilience

• Developing recovery strategies and restoring normalcy

• Learning from crises: Conducting after-action reviews

• Building organizational and community resilience

• Action planning: Strengthening crisis management frameworks

# Seminar dates

## Available seminar dates

Live dates and pricing for Crisis Management for Government Agencies: Preparing for the Unexpected generated from the course details page.

| Date | Location | Format | Fee |
|---|---|---|---|
| 3 - 7 August 2026 | Vienna - Austria | Classroom | **€4,250.-** |
| 7 - 11 September 2026 | Barcelona - Spain | Classroom | **€3,850.-** |
| 12 - 16 October 2026 | Paris - France | Classroom | **€4,500.-** |
| 9 - 13 November 2026 | Frankfurt - Germany | Classroom | **€3,250.-** |
| 14 - 18 December 2026 | Barcelona - Spain | Classroom | **€3,850.-** |

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