

Risk and Crisis Management in Corporate Environment

Overseeing Business Continuity, Recovery, and Disaster Prevention Planning

Introduction

This Risk & Crisis Management in Corporate Environment training course helps participants understand the significance and difficulties involved in addressing crisis management, which is essential for the safety and security of people's lives, finances, and reputation. It also teaches participants the fundamentals of recognising, preventing, and controlling crisis situations.

This training course covers crisis management tasks, including planning, training, and compliance. It also discusses the many stages of a crisis, the functional structure of crisis management, roles and duties, and procedures. This training programme has a strong emphasis on the value of quick decision-making and communication during all phases of a crisis, including pre-, during-, and post-crisis. It also covers identifying and addressing common shortcomings so that improvements can be made.

The training session ends with a detailed explanation of the distinction—which is sometimes overlooked—between risk management and crisis management.

This training session on Course N Carry will emphasise:

- What Qualifies as a Crisis? Crisis management: What is it?, Types of Emergencies
- Crisis Management & Business Continuity Planning (BCP)
- Steps in the Crisis Management Process and Its Stages
- The teams responsible for crisis management and communications
- The Plan for Crisis Management
- The Command Centre for Crisis Management
- Using the Crisis Management Procedure
- Differences Between Risk and Crisis Management

Objectives

Upon completion of this training programme, you will be qualified to:

- Recognise the meanings of the essential terms used in crises and crisis management.
- Examine the various phases of a crisis.
- Determine the Steps in the Crisis Management Process
- Describe the functions and duties of the crisis management team.
- Create an All-Inclusive Crisis Management Strategy

- Discover how to establish a command centre for crisis management.
- Make a Checklist for Crisis Management
- Differentiate between risk and crisis management

Training Methodology

A very participatory session where all attendees are encouraged to share and benefit from one another's expertise and experience.

Throughout the lectures, a bulleted slide show will be used, supplemented as necessary by group discussions centred on case studies and checklists.

Organizational impacts

Both public and private sector organisations can directly benefit from this training session, which can help them enhance their operations through:

- Using a suitable Crisis Management Procedure
- Developing a Successful Crisis Management Strategy
- Defining roles and responsibilities clearly: who is responsible for what?
- Improved Utilisation of Limited Resources Available
- Constructing a highly dependable, resilient system that can guarantee effective business continuity before, during, and after the crisis

Personal Impact

Participants in this training programme will obtain knowledge that will help them comprehend the following topics better:

- Their Positions and Accountabilities in the Process of Crisis Management
- The Structures' Roles and Responsibilities in the Process
- How to Implement a Successful Crisis Management Procedure
- How to Construct a Thorough Crisis Management Plan
- When and how to use the plan for exercise
- How to Include Business Continuity and Crisis Management
- How Enterprise Risk Management and Crisis Management Are Related

Who should attend?

A broad spectrum of managers and officers from all business divisions that are a part of the organization's Crisis Management Structure are the target audience for this Course. It also targets senior management levels up to the CEO and Governing Body level.

- Function of Risk and Compliance Management

- Function of Internal Auditing

- Function of Internal Control
- Facilities Management, Safety, and Security Functions
- CEO and Governing Body Level
- Directors and Executive Management
- Middle and Senior Management

Course Outline

Day 1

Overview of Crisis Resolution

- What is Crisis Management and What Is a Crisis?
- The Reasons for Needing Crisis Management
- Crisis Types
- Crisis Types Not Including Physical Damage
- Crisis of Physical Damage
- Plan for Business Continuity (BCP)
- Preventive Strategy
- Response Strategy for Emergencies
- Plan for Business Resumption
- How crisis management fits into BCP

Day 2

Procedure for Crisis Management

- Phases of an Emergency
- The Phase Before Crisis
- The Stage of Acute-Crisis
- The Phase After the Crisis
- Steps in Crisis Management

Day 3

Structure for Crisis Management

- The Executive Management Team (EMT)
- EMT Roles during Crisis Stages
- The Crisis Management Team (CMT)

- Positions and Duties of CMTs

Day 4

Structure for Crisis Management

- The Group for Crisis Communications
- The Policy on Crisis Communications
- The Crisis Management Plan (CMP)
- The Command Centre for Crisis Management
- Checklist for Crisis Management

Day 5

Using the Crisis Management Procedure

- Using the Crisis Management Procedure
- The Exercise's Goals
- Organising the Task
- Carrying out the Exercise
- Assessing the Exercise
- Revising the Plan for Crisis Management
- Differences Between Risk and Crisis Management