

# 2 – DAY CRISIS MANAGEMENT WORKSHOP



## Introduction

Viable organizations need to be ready for emergencies because they are a fact of doing business. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work over time.

Fortunately, one does not need separate plans for fire, weather disasters, and all the different kinds of crises that can occur. One solid plan will help the organization prevent, respond, and recover from all crises. This two-day course will help participants ensure that their organization is ready to manage any kind of crisis.

## Course Objectives

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

- Know how to assign people to an appropriate crisis team role
- Learn how to conduct a crisis audit
- Establish the means for business continuity in any given situation
- Determine how to manage incidents
- Help teams recover from a crisis
- Apply the crisis management process in any situation

## Methodology

- Individual exercises, group exercises / discussions
- peer-teaching activities
- Case studies
- Role Play
- Kinesthetic exercises
- Video clips

## Who Should Attend?

- Supervisors
- Managers
- Administration
- Heads of Departments
- Leaders



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## Course Outline

### MODULE 1: INTRODUCTION & COURSE OVERVIEW

- Ice Breaker & Introductions
- Identifying personal learning objectives.
- Problems and challenges I face

### MODULE 2: DEFINE CRISIS MANAGEMENT

- What Is Crisis Management?
- Defining Terms
- The Crisis Management Team
- Creating the Team

### MODULE 3: TRAINING LEADERS & STAFF

- Training Essentials
- Conducting Training
- Activity: In the War Zone

### MODULE 4: CONDUCTING CRISIS AUDIT

- Why Audit?
- Using a Risk Matrix
- Performing a Risk Level Analysis: The Four Categories

### MODULE 5: DEVELOPING A RESPONSE PROCESS

- Crisis Response Process
- Consulting with the Experts
- Discussion: Expert In or Out?

### MODULE 6: INCIDENT MANAGEMENT TECHNIQUE

- Responding to Incidents
- Documenting Incidents
- Investigating Incidents

### MODULE 7: WORKING THROUGH THE ISSUES

- Model Overview
- Phase One
- Phase Two
- Phase Three
- Types of Decisions

### MODULE 8: EMERGENCY OPERATIONS CENTRE

- Establishing an Emergency Operations Centre
- EOC Considerations
- Who's In Charge?
- Activity: Are You Good Enough?

### MODULE 9: BUILDING BUSINESS CONTINUITY & RECOVERY

- Creating Continuity
- Essential Critical Plan Elements
- Activity: Blanket Ball

### MODULE 10: PUTTING IT IN PRACTICE: WALLIALLIA FOREVER

- Background
- Exercise 1: Gas Line Explosion at Water Plant
- Exercise 2: How are you Feeling?
- Exercise 3: The Last Question

### MODULE 11: RECOVERING & MOVING ON

- Initial Adjustments
- Working Things Out

### MODULE 12: WRAPPING UP

- Words from the Wise
- Review of Parking Lot
- Personal Action Plan

