Crisis Management Course Outline

Crisis Management is aimed at those looking to begin or advance an existing career in almost any contemporary business area. Some corporations carry in-house crisis management teams, while others outsource to third-party consultancies – career opportunities for those with the necessary skills and experience are both varied and abundant.

Classroom training based on practical application on assignments/project after every session.

COURSE CONTENT:

What is Crisis Management?

- Introduction to crisis management as a concept

- Constitutes a crisis from a business perspective

- Role and importance of the crisis management team

- How to provide appropriate crisis management training

Conducting the Crisis Audit?

- Investigation into the crisis audit

- Various concepts including the 360-degree audit

- Online audit and how to effectively use a risk matrix.

- Important audit questions

Developing a Response Process

- Crisis response process development forms the core

- Incorporating a series of essential teachings on incident investigation

- Crisis documentation

- Expert consultation

- Various issues in relation to any given crisis

Establishing an Emergency Operations Centre

- Elements of the workable crisis plan

- How to set up an emergency operations centre to facilitate business continuity in the wake of any given crisis or emergency.

Above is our standard course outline, please suggest if you would like to include also few topics during the training to make sure it covers all your requirements and make this course a customized course.

Professional Education Center

www.cybermodo.com
Suite 507, Rania Business Center,
Al Barsha, Dubai, UAE (Next to MOE)
P.O. Box 38395, Dubai, UAE
Tel: +971- 4-4579128
Fax: +971-4-4579129
Mobile: +971- 55- 1136109
Approved by KHDA Educational Services, Dubai, Permit No: 60359, DED License No. 649459