

# Crisis Management

## Course outline

Provided by: Performance Management Consultants – PMC Training



<b>Reference no.</b>	135-27
<b>Duration</b>	2.00 day(s)   12:00 hours <sup>1</sup>
<b>Website link</b>	<a href="https://pmctraining.com/training/crisis-management/">https://pmctraining.com/training/crisis-management/</a>

### ***A Program to Ensure Your Organization is Ready to Manage Any Crisis***

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

### **Learning outcomes**

#### **By the end of this workshop, you will be able to:**

- Assign people to an appropriate crisis team role
- Conduct a crisis audit
- Establish the means for business continuity
- Determine how to manage incidents
- Help teams recover from a crisis
- Apply the crisis management process

### **Workshop topics**

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

#### **What is Crisis Management?**

To begin, participants will explore what crisis management means. They will also look at the components of a crisis management team.

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<sup>1</sup> The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

## **Training Leaders and Staff**

Next, participants will learn what elements should be considered when developing a training program.

## **Conducting the Crisis Audit**

In this session, participants will learn about the different facets of a crisis audit. They will also learn about using a risk matrix.

## **Performing a Risk Level Analysis**

Then, participants will learn another way to assess risks: risk level analysis. They will also have an opportunity to practice risk level analysis in a series of case studies.

## **Developing a Response Process**

Participants will begin this session by reviewing their pre-assignment. Then, we will share our suggested crisis response process.

## **Consulting with the Experts**

Do you need consultants and outside experience on your crisis management team? This session will help participants decide.

## **Incident Management Techniques**

In this session, participants will learn ways to respond to, document, and investigate crisis incidents.

## **Working through the Issues**

A problem solving process can help crisis management team members stay in control and get things done. This session shares a three-phase model that can be used as a starting point.

## **Establishing an Emergency Operations Center**

Your crisis management team will need a place to work during a crisis. This session will explore how to set up an Emergency Operations Center (EOC) and how to establish a chain of command.

## **Building Business Continuity and Recovery**

Next, participants will consider how to keep their business running during a crisis. The essential elements of a crisis plan will also be discussed.

## **Walliallia**

Participants will spend most of the afternoon of Day Two working through three case studies to apply what they have learned.

## **Recovering and Moving On**

The final session of this course will explore ways to help people recover from a crisis and move forward.

## **Workshop Wrap-Up**

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.

## **Prerequisites**

There are no prerequisites for this course.

## **Who should attend this course?**

Anyone in the role of emergency planning in an organization.