



BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-009

Crisis Management Team Training

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Course content

Why Attend

When a crisis strikes, the crisis management team must assemble quickly, understand the situation, make decisions and communicate under intense pressure. Teams that train together perform far better.

This Aractech course covers crisis team structure and roles, activation, situational awareness, decision-making processes, crisis communication, stakeholder management, logistics and documentation, and recovery. Participants work through an extended crisis simulation as a team.

Course Methodology

- Team simulations
- Role exercises
- Case studies
- Debriefs
- Planning

Course Objectives

- Understand crisis team structure and roles
- Activate and convene the crisis team
- Build shared situational awareness
- Make and record crisis decisions
- Coordinate communication and stakeholders
- Transition to recovery

Target Audience

- Crisis management team members
- Senior managers

Course content

- Business continuity managers
- Communications leaders

Course outline

Detailed course outline

Day-by-day outline for Crisis Management Team Training.

Day 1 - Crisis Teams

- 09:00-09:45 | What a crisis is
- 09:45-10:30 | Team structure
- 10:30-11:00 | Roles
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Roles (continued)
- 11:45-12:30 | Activation
- 12:30-14:00 | Exercise: Role allocation

Day 2 - Situational Awareness

- 09:00-09:45 | Information gathering
- 09:45-10:30 | Situation reports
- 10:30-11:00 | Assumptions
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Assumptions (continued)
- 11:45-12:30 | Common operating picture
- 12:30-14:00 | Workshop: Situation report

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Day 3 - Decision-Making

- 09:00-09:45 | Decision processes
- 09:45-10:30 | Options
- 10:30-11:00 | Decision logs
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Decision logs (continued)
- 11:45-12:30 | Pressure
- 12:30-14:00 | Simulation: Crisis part one

Day 4 - Communication and Stakeholders

- 09:00-09:45 | Communication strategy
- 09:45-10:30 | Media
- 10:30-11:00 | Employees
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Employees (continued)
- 11:45-12:30 | Authorities
- 12:30-14:00 | Simulation: Crisis part two

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Day 5 - Recovery and Learning

- 09:00-09:54 | Stand-down
- 09:54-10:48 | Recovery
- 10:48-11:00 | Debriefs
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Debriefs (continued)
- 12:12-13:06 | Team development
- 13:06-14:00 | Capstone: Crisis team improvement plan

Seminar dates

Available seminar dates

Live dates and pricing for Crisis Management Team Training generated from the course details page.

Date	Location	Format	Fee
9 - 13 November 2026	London	Classroom	€2,315
14 - 18 December 2026	Munich	Classroom	€3,225
18 - 22 January 2027	Barcelona	Classroom	€2,815
15 - 19 February 2027	Frankfurt	Classroom	€1,875
15 - 19 March 2027	Rome	Classroom	€3,460
19 - 23 April 2027	Kuala lumpur	Classroom	€1,925
17 - 21 May 2027	Barcelona	Classroom	€2,815
21 - 25 June 2027	Geneva	Classroom	€4,315
19 - 23 July 2027	Geneva	Classroom	€4,315
16 - 20 August 2027	Barcelona	Classroom	€2,815

Seminar dates

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20 - 24 September 2027	Frankfurt	Classroom	€1,875
18 - 22 October 2027	Rome	Classroom	€3,460
15 - 19 November 2027	Kuala lumpur	Classroom	€1,925
20 - 24 December 2027	Barcelona	Classroom	€2,815
9 - 13 November 2026	Online / Live	Online / Live	€1,815
14 - 18 December 2026	Online / Live	Online / Live	€1,815
18 - 22 January 2027	Online / Live	Online / Live	€1,815
15 - 19 February 2027	Online / Live	Online / Live	€1,815
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19 - 23 April 2027	Online / Live	Online / Live	€1,815

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17 - 21 May 2027	Online / Live	Online / Live	€1,815
21 - 25 June 2027	Online / Live	Online / Live	€1,815
19 - 23 July 2027	Online / Live	Online / Live	€1,815
16 - 20 August 2027	Online / Live	Online / Live	€1,815
20 - 24 September 2027	Online / Live	Online / Live	€1,815
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