

# aractech

Global Learning for Operational Leaders



HEALTH SAFETY AND ENVIRONMENT | HSE-004

## Emergency Response and Crisis Management: Preparing for the Unexpected

### Contact

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# Course content

## Why Attend

Why Attend?

Emergencies and crises can occur at any time, and being prepared is critical to minimizing damage, ensuring safety, and maintaining business continuity. This course equips participants with the knowledge and skills to develop effective emergency response plans, manage crises, and lead teams during high-pressure situations. By attending, you will learn how to prepare for, respond to, and recover from unexpected events.

## Course Methodology

- Lectures : Expert-led sessions on emergency response and crisis management principles.
- Case Studies : Real-world examples of successful and unsuccessful crisis management.
- Simulations : Role-playing exercises to practice emergency response scenarios.
- Group Discussions : Collaborative activities to share ideas and experiences.
- Assessments : Quizzes and exercises to reinforce learning.

## Course Objectives

- Understand the principles of emergency response and crisis management.
- Learn to develop and implement emergency response plans.
- Develop skills to lead and coordinate teams during a crisis.
- Gain knowledge of communication strategies for crisis situations.
- Create a recovery plan to restore normal operations after a crisis.

## Target Audience

- This course is ideal for:
- Emergency response coordinators and crisis management teams.
- Business continuity and risk management professionals.
- Managers and supervisors responsible for workplace safety.

# Course outline

## Detailed course outline

Day-by-day outline for Emergency Response and Crisis Management: Preparing for the Unexpected.

### Day 1 - Introduction to Emergency Response and Crisis Management

- What is crisis management? Key concepts and importance.
- Types of emergencies: Natural disasters, technological failures, and human-made crises.
- The crisis management lifecycle: Preparedness, response, recovery, and mitigation.
- Activity: Group discussion on potential crises in your organization.

### Day 2 - Developing Emergency Response Plans

- Key components of an emergency response plan.
- Identifying risks and vulnerabilities.
- Assigning roles and responsibilities within the crisis management team.
- Activity: Drafting an emergency response plan outline.

### Day 3 - Crisis Communication and Coordination

- Principles of effective crisis communication.
- Communicating with internal and external stakeholders.
- Managing media relations during a crisis.
- Activity: Simulating a press conference or stakeholder update.

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### Day 4 - Leading During a Crisis

- Decision-making under pressure: Strategies for effective leadership.
- Coordinating response efforts across teams and departments.
- Managing stress and maintaining team morale.
- Activity: Role-playing a crisis scenario and leading a response team.

### Day 5 - Recovery and Continuous Improvement

- Developing a recovery plan: Restoring operations and supporting affected stakeholders.
- Conducting post-crisis evaluations and identifying lessons learned.
- Updating emergency response plans based on feedback and new risks.
- Course wrap-up: Key takeaways and action plans for continued improvement.
- Additional Notes :
- Each day includes breaks and time for Q&A.

## Seminar dates

### Available seminar dates

Live dates and pricing for Emergency Response and Crisis Management: Preparing for the Unexpected generated from the course details page.

Date	Location	Format	Fee
18 - 22 May 2026	London	Classroom	€2,940
22 - 26 June 2026	Istanbul	Classroom	€1,995
13 - 17 July 2026	Vienna	Classroom	€2,975
17 - 21 August 2026	Barcelona	Classroom	€2,695
21 - 25 September 2026	Paris	Classroom	€3,150
19 - 23 October 2026	Frankfurt	Classroom	€2,275
2 - 6 November 2026	Barcelona	Classroom	€2,695

**Live online option**

Online delivery is available at €1,250.