

aractech

Global Learning for Operational Leaders



LEADERSHIP AND MANAGEMENT | LM-003

Operational Excellence in Crisis Management and Contingency Planning

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Course content

Why Attend

This Operational Excellence in Crisis Management and Contingency Planning training course shall effectively help the organisation to develop a standard methodology for organizing, drafting and implementing emergency preparedness and contingency plans.

The course was prepared to ensure that all delegates will gain the best practices in developing, assessing and determining consequences of contingency plans, and helps participants identify the most common weaknesses found in many crisis management plans.

Course Methodology

Course Objectives

- This course helps participants identify potential risks or situations that may precipitate a crisis or emergency and learn approaches on how to respond to such incidents.
- The Course is to enable students to understand and apply the principles of emergency response planning and crisis management. It considers the need for emergency and crisis response planning and an integrated approach to emergency management. It is mainly To plan and prepare for effective Emergency Response Plans (ERP) that mitigates the potential consequences of an Incident to people (local community and personnel), environment, assets and reputation, and enables normal operations to be resumed efficiently.
- By the end of This Operational Excellence in Crisis Management and Contingency Planning training course, participants will be able to:
 - Define crisis management
 - Describe the stages of a crisis
 - Apply best practice in putting crisis management into action

Target Audience

- This Operational Excellence in Crisis Management and Contingency Planning training course is suitable for a wide range of professionals at both senior and middle level of management, and who are involved in any aspect of Crisis and Risk Management and who want to understand, implement and improve the latest Risk and Resilience Management concepts, processes and ideas at both strategic and operational levels.
- This Operational Excellence in Crisis Management and Contingency Planning training course is suitable to a wide range of professionals but will greatly benefit:

- Incident Commander and deputies
- Safety & Security Management Team Members

Course outline

Detailed course outline

Day-by-day outline for Operational Excellence in Crisis Management and Contingency Planning.

Day 1 - Theories of Risk & Disasters

- Theories of crises
- Types of Crises (Related to different types of Hazards)
- What Is Crisis Management
- MITIGATE – PLAN – RESPOND – RECOVER
- Systems ideas and risks
- Health and safety management

Day 2 - Crises Management Principles

- An Introduction to Crisis Management
- The elements of crisis management
- Crisis Technology and Analytics
- Mitigate potential hazards caused by natural and human-induced disasters
- Crisis Management and Decision-making
- Stakeholders and parties involved in during emergencies

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Day 3 - Risk Management Principles

- Difference between Risk Management & Risk Assessment
- Hazard Analysis and Disaster Planning
- The importance of risk management
- Management of organizational risk culture
- Risk communications
- The business impact analysis

Day 4 - Crisis Management Team Formation & Operations

- Levels of command and Formation of the crisis management team
- Command and Control
- CMT roles & responsibilities
- Incident Management Team (IMT) roles & responsibilities
- Emergency Response Team (ERP) roles & responsibilities
- CMT operations

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Day 5 - Contingency Planning, Emergency Response & Damage Control Process

- Developing plans and strategies to help organizations prepare, respond and recover from disasters.
- Managing Low-Intensity Crises
- Integrated Emergency Management
- Disaster Inquiries
- Damage Control & Disaster Risk Reduction
- Most Hazardous Emergency Scenario

Seminar dates

Available seminar dates

Live dates and pricing for Operational Excellence in Crisis Management and Contingency Planning generated from the course details page.

Date	Location	Format	Fee
11 - 15 May 2026	Rome	Classroom	€2,975
8 - 12 June 2026	Munich	Classroom	€2,415
6 - 10 July 2026	Amsterdam	Classroom	€2,975
10 - 14 August 2026	London	Classroom	€2,940
14 - 18 September 2026	Istanbul	Classroom	€1,995
5 - 9 October 2026	Vienna	Classroom	€2,975
16 - 20 November 2026	Barcelona	Classroom	€2,695

Live online option

Online delivery is available at €1,250.