

# aractech

Global Learning for Operational Leaders

AUDITING AND GOVERNANCE RISK AND COMPLIANCE

## Strategic Crisis Management, Incorporating Security & Major Emergency Response

Contact

+31 85 7444446  
info@aractech.com  
<https://aractech.com>

Address

Waarderweg 50, 2031PB Haarlem - Netherlands.

# Course content

## Why Attend

Why Choose Strategic Crisis Management, Incorporating Security & Major Emergency Response Training Course?

Crisis Management Team (CMT) and Emergency Response Team (ERT) Leaders need access to the right information, at the right time, and at the right level of detail, to make the right decisions.

## Course Methodology

## Course Objectives

- How to be successful in the Four critical areas of Emergency Response
- Utilising the Five Levels of Leadership to get the maximum from your Teams
- Fourteen characteristics you need to learn to be an effective Crisis Leader
- How to avoid mis-management and so make a bad situation worse
- Rapidly establishing options, making judgements, redefining standards
- Analysis of the human factor, psychological readiness, discipline & leadership

## Target Audience

- Anyone who find themselves responsible for leading on, or implementing Crisis Management, Emergency Response and Business Continuity/Recovery mechanisms.
- This Strategic Crisis Management, Incorporating Security & Major Emergency Response training course is suitable to a wide range of professionals but will greatly benefit:
  - Fire Management Professionals
  - Security Management Professionals

# Course outline

## Detailed course outline

Day-by-day outline for Strategic Crisis Management, Incorporating Security & Major Emergency Response.

### Day 1 - Evaluate, Mitigate and Responding to Challenges

- Understanding Strategic Crisis Management
- Consider the complete range of risks to your organisation
- CMT and ERT - Roles & Responsibilities
- Issues management, master this before it becomes a Crisis
- Who else inside and outside the organisation should be involved
- Five deadly Leadership behaviours & Six winning strategies

### Day 2 - Planning & Security – Who and What Else Should be Considered

- Security Management & Asset Protection
- Case Studies, why some companies fail, and others survive
- Based on the previous module, self-evaluation questionnaire
- Developing, improving & implementing Emergency Response Plans
- Business Continuity Management (BCM) Strategies
- Case Study and Workshop

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### Day 3 - Crisis Communications & Incident On-Scene Management

- Incident Command Systems (ICS)
- On Scene Crisis Management, essential elements for success
- Emergency Communication Centres, avoiding the ten most common mistakes
- Reputation Management - Managing Social Media
- Press Conference & step by step guidance on how to conduct TV interviews
- Case Study

### Day 4 - The Human Factor – What Can Go Right and What Can Go Wrong?

- Alerting and Warning
- Evacuation Strategies
- Major Incident Simulation - Role Playing Workshop
- Psychological & Welfare concerns in Crisis Management
- How to improve staff morale and confidence in the process
- Questionnaire, are your batteries in good condition

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### Day 5 - Crisis Management Plan Testing, Training and Exercising

- Case Studies x 3 with the same root cause, are we learning
- Exercises: a programme of learning and of validating plans and procedures
- How to get advantageous results from an exercise
- Post Incident evaluations, de-briefing skills, managing hot & cold de-briefs
- Critique report writing, executive summaries and key recommendations
- Closing the loop. Implementing recommendations, continuing the process

## Seminar dates

### Available seminar dates

Live dates and pricing for Strategic Crisis Management, Incorporating Security & Major Emergency Response generated from the course details page.

Date	Location	Format	Fee
18 - 22 May 2026	London	Classroom	€2,940
22 - 26 June 2026	Munich	Classroom	€2,415
13 - 17 July 2026	Amsterdam	Classroom	€2,975
17 - 21 August 2026	London	Classroom	€2,940
21 - 25 September 2026	Istanbul	Classroom	€1,995
19 - 23 October 2026	Vienna	Classroom	€2,975
2 - 6 November 2026	Barcelona	Classroom	€2,695

#### Live online option

Online delivery is available at €1,250.