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BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-035

Workforce Continuity and Remote Operations Planning

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Course content

Why Attend

People are the most critical resource in any organisation, and their availability can be disrupted by illness, transport failure, severe weather, industrial action, building loss or the sudden departure of key individuals. Recent years have shown how quickly organisations may need to move whole workforces to remote operation while keeping services running.

This Workforce Continuity and Remote Operations Planning training course helps organisations plan for the loss or displacement of staff. Participants learn how to identify critical roles and key person dependencies, build cross-skilling and succession arrangements, plan for high absence, design remote and distributed operating models, secure remote technology and look after staff wellbeing during prolonged disruption.

Course Methodology

• The course is practical and collaborative. Participants analyse critical roles in a case study organisation, build a skills matrix and deputy plan, design a remote operating model and test it through a disruption scenario. Discussions draw on participants' experiences of recent workforce disruptions.

Course Objectives

• Identify workforce-related disruption risks and their impacts

• Determine critical roles, skills and key person dependencies

• Develop cross-skilling, succession and deputy arrangements

• Plan for high absenteeism and minimum staffing levels

• Design remote and distributed operating models for disruption

• Ensure secure and reliable remote working technology

Target Audience

• Business continuity managers and coordinators

• HR managers and workforce planners

• IT managers responsible for remote access

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Course content

- Operations and department managers

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Course outline

Detailed course outline

Day-by-day outline for Workforce Continuity and Remote Operations Planning.

Day 1 - Workforce Disruption Risks

- 09:00-09:34 | Causes of workforce disruption and recent examples
- 09:34-10:08 | Impacts of staff loss on services and customers
- 10:08-10:42 | Linking workforce planning with business impact analysis
- 10:42-11:00 | Legal and employment considerations during disruption
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Legal and employment considerations during disruption (continued)
- 11:46-12:20 | Roles of HR, IT, managers and continuity teams
- 12:20-12:53 | Assessing current workforce resilience
- 12:53-14:00 | Exercise: identifying workforce risks in your organisation

Day 2 - Critical Roles and Key Person Dependencies

- 09:00-09:30 | Identifying critical roles and essential skills
- 09:30-10:00 | Recognising key person and single point of failure risks
- 10:00-11:00 | Building a skills matrix for critical activities
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Deputy, backup and succession arrangements
- 12:00-12:30 | Knowledge capture and documentation of critical tasks
- 12:30-13:00 | Using contractors, agencies and retired staff in emergencies
- 13:00-14:00 | Workshop: building a skills matrix and deputy plan

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Day-by-day outline for Workforce Continuity and Remote Operations Planning.

Day 3 - Planning for High Absence

- 09:00-09:34 | Absence scenarios and minimum staffing levels
- 09:34-10:08 | Prioritising activities when staff are scarce
- 10:08-10:42 | Redeploying staff across departments safely
- 10:42-11:00 | Shift patterns and extended working arrangements
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Shift patterns and extended working arrangements (continued)
- 11:46-12:20 | Managing industrial action and transport disruption
- 12:20-12:53 | Communicating with staff about changed arrangements
- 12:53-14:00 | Exercise: responding to forty percent absence

Day 4 - Remote and Distributed Operations

- 09:00-10:00 | Designing remote operating models for critical activities
- 10:00-10:30 | Remote access capacity, devices and connectivity
- 10:30-11:00 | Security controls for remote and home working
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Remote supervision, collaboration and productivity
- 12:00-12:30 | Handling paper processes and physical tasks remotely
- 12:30-13:00 | Split teams and alternate site strategies
- 13:00-14:00 | Workshop: designing a remote operating model

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Day 5 - Wellbeing, Testing and Maintenance

- 09:00-09:39 | Supporting staff wellbeing during prolonged disruption
- 09:39-10:18 | Leadership and engagement of dispersed teams
- 10:18-10:57 | Testing remote working at scale
- 10:57-11:00 | Reviewing and updating workforce continuity plans
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Reviewing and updating workforce continuity plans (continued)
- 12:06-12:44 | Reporting workforce resilience to management
- 12:44-13:22 | Embedding lessons into long-term workforce strategy
- 13:22-14:00 | Personal action plan for workforce continuity

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Seminar dates

Available seminar dates

Live dates and pricing for Workforce Continuity and Remote Operations Planning generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	London	Classroom	**€2,915**
21 - 25 December 2026	Barcelona	Classroom	**€2,275**
7 - 11 December 2026	Frankfurt	Classroom	**€2,175**
18 - 22 January 2027	London	Classroom	**€2,915**
25 - 29 January 2027	Barcelona	Classroom	**€2,275**
4 - 8 January 2027	Frankfurt	Classroom	**€2,175**
11 - 15 January 2027	Rome	Classroom	**€2,830**
22 - 26 February 2027	London	Classroom	**€2,915**
1 - 5 February 2027	Barcelona	Classroom	**€2,275**
8 - 12 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Workforce Continuity and Remote Operations Planning generated from the course details page.

Date	Location	Format	Fee
15 - 19 February 2027	Vienna	Classroom	**€3,425**
1 - 5 March 2027	London	Classroom	**€2,915**
8 - 12 March 2027	Barcelona	Classroom	**€2,275**
15 - 19 March 2027	Frankfurt	Classroom	**€2,175**
22 - 26 March 2027	Amsterdam	Classroom	**€3,215**
12 - 16 April 2027	London	Classroom	**€2,915**
19 - 23 April 2027	Barcelona	Classroom	**€2,275**
26 - 30 April 2027	Frankfurt	Classroom	**€2,175**
5 - 9 April 2027	Cape Town	Classroom	**€1,825**
17 - 21 May 2027	London	Classroom	**€2,915**

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Seminar dates

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Live dates and pricing for Workforce Continuity and Remote Operations Planning generated from the course details page.

Date	Location	Format	Fee
24 - 28 May 2027	Barcelona	Classroom	**€2,275**
3 - 7 May 2027	Frankfurt	Classroom	**€2,175**
10 - 14 May 2027	Dubai	Classroom	**€2,845**
14 - 18 June 2027	London	Classroom	**€2,915**
21 - 25 June 2027	Barcelona	Classroom	**€2,275**
7 - 11 June 2027	Frankfurt	Classroom	**€2,175**
5 - 9 July 2027	London	Classroom	**€2,915**
12 - 16 July 2027	Barcelona	Classroom	**€2,275**
19 - 23 July 2027	Frankfurt	Classroom	**€2,175**
26 - 30 July 2027	Istanbul	Classroom	**€2,825**

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Seminar dates

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Live dates and pricing for Workforce Continuity and Remote Operations Planning generated from the course details page.

Date	Location	Format	Fee
9 - 13 August 2027	London	Classroom	**€2,915**
16 - 20 August 2027	Barcelona	Classroom	**€2,275**
23 - 27 August 2027	Frankfurt	Classroom	**€2,175**
2 - 6 August 2027	Kuala lumpur	Classroom	**€2,425**
13 - 17 September 2027	London	Classroom	**€2,915**
20 - 24 September 2027	Barcelona	Classroom	**€2,275**
6 - 10 September 2027	Frankfurt	Classroom	**€2,175**
25 - 29 October 2027	London	Classroom	**€2,915**
4 - 8 October 2027	Barcelona	Classroom	**€2,275**
11 - 15 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
18 - 22 October 2027	Munich	Classroom	**€2,425**
1 - 5 November 2027	London	Classroom	**€2,915**
8 - 12 November 2027	Barcelona	Classroom	**€2,275**
15 - 19 November 2027	Frankfurt	Classroom	**€2,175**
22 - 26 November 2027	Paris	Classroom	**€2,810**
13 - 17 December 2027	London	Classroom	**€2,915**
20 - 24 December 2027	Barcelona	Classroom	**€2,275**
27 - 31 December 2027	Frankfurt	Classroom	**€2,175**
6 - 10 December 2027	Rome	Classroom	**€2,830**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**

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3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**

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1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**