

Crisis Management



Days: ½ (4 hours)

Prerequisites: None.

Audience: This class is ideal for management.

Description: Viable organizations need to be ready for emergencies because they are a fact of doing business. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work over time. Fortunately, you do not need separate plans for fire, weather disasters, and all the different kinds of crises that can occur. One solid plan will help you to prevent, respond, and recover from all crises. This course will help you ensure your organization is ready to manage any kind of crisis.

Course Objectives: This workshop will help you teach participants how to:

- Assign people to an appropriate crisis team role
- Conduct a crisis audit
- Establish the means for business continuity
- Determine how to manage incidents
- Help teams recover from a crisis
- Apply the crisis management process

OUTLINE:

COURSE OVERVIEW

The instructor will spend the first part of the workshop getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their learning objectives.

WHAT IS CRISIS MANAGEMENT?

To begin, participants will explore what crisis management means. They will also look at the components of a crisis management team.

CONDUCTING THE CRISIS AUDIT AND RISK LEVEL ANALYSIS

In this session, participants will learn about the different facets of a crisis audit. They will also learn about using a risk matrix to conduct a risk level analysis. They will practice risk level analysis in a series of case studies.

INCIDENT MANAGEMENT TECHNIQUES

Participants will learn ways to respond to, document, and investigate crisis incidents.

WORKING THROUGH THE ISSUES

A problem-solving process can help crisis management team members stay in control and get things done. This session shares a three-phase model that can be used as a starting point.

BUILDING BUSINESS CONTINUITY AND RECOVERY

Next, participants will consider how to keep their business running during a crisis. The essential elements of a crisis plan will also be discussed.

WORKSHOP WRAP-UP

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.