



CRISIS MANAGEMENT – A PRACTICAL APPROACH



Are you part of an organisation that has a statutory duty under the Civil Contingencies Act 2004 to plan for and prepare for an emergency response?

Does your company/organisation form Crisis Management Teams to handle unexpected disruptive challenges?

Resilient Training and Consultancy has developed a course that combines learning with maximum activity to enhance understanding and practise delegates in a safe environment to equip them with the skills needed to handle a real emergency.

The aim of the course is **"To provide an understanding of the skills needed to handle a crisis"**.

The course will be delivered by 1 facilitator per 12 delegates (max). Courses will usually be capped at a maximum of 24 delegates.

It will be a mixture of informational presentations of various key concepts that underpin the understanding of an emergency and experiential learning, which will be used in conjunction with Appreciative Enquiry and Appreciative Facilitation.

The 2 days will also incorporate a "Golden Thread" of a table top exercise which will start early on day one and build in complexity as a vehicle to enhance the learning and allow delegates to practise their knowledge and understanding in a safe learning environment.

We learn 10% of what we read, 15% of what we hear, but 80% of what we experience.

Global Village in Action

Each course will be adapted to suit individual clients' key learning priorities but the overall aim will remain constant: **"To provide an understanding of the skills needed to handle a crisis"**.

Each delegate will be given their own workbook and copies of all relevant course material for future reference.

By the end of the course the delegates will:

- Understand the concept and principles of Integrated Emergency Management
- Be able to specify the key duties under the Civil Contingencies Act (CCA)
- Understand the roles and responsibilities of responders to an emergency
- Be able to describe the need for coordinated leadership in dealing with a crisis
- Understand the need for risk assessment when handling a crisis
- Appreciate the importance of the role of the media when dealing with a crisis

The outline 2 day programme is:

Day One

09:15 - Introduction
The Civil Contingencies Act 2004
Leadership in a crisis
Ex Aegis Part 1
Roles and responsibilities
Risk
Evaluation and open session

Day Two

09:00 – Review of Day 1 and consolidation of learning
Risk and its place in a crisis
Ex Aegis Part 2
Communication
Media in a crisis
Business Continuity
Ex Aegis Part 3
The importance of recovery
Ex Aegis Part 4
Review and closure



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