



Crisis Management

Description: This one-day crisis management course comes complete with sessions on conducting audits and identifying risks, problem solving, incident response, arranging training, selecting the crisis management team, business continuity, and moving from crisis response to recovery. You may even cover Focus topics like Setting up an EOC or Performing a Risk Level Analysis.

Session One: Course Overview.

Session Two: What is Crisis Management?

- Defining Terms
- The Crisis Management Team
- Creating the Team

Session Three: Training Leaders and Staff

- Training Essentials
- Conducting Training

Session Four: Conducting the Crisis Audit

- Why Audit?
- Using a Risk Matrix
- Practice with the Risk Matrix

Session Five: Performing a Risk Level Analysis

- The Four Categories
- Case Studies

Session Six: Developing a Response Process

- Pre-Assignment Review
- Crisis Response Process

Session Seven: Consulting with the Experts

- In or Out?

Session Eight: Incident Management Techniques

- Case Study
- Responding to Incidents
- Documenting Incidents
- Investigating Incidents

Session Nine: Working through the Issues

- Model Overview
- Phase One
- Phase Two
- Phase Three
- Types of Decisions

Session Ten: Establishing an Emergency Operations Center

- EOC Considerations
- Who is In Charge?

Session Eleven: Building Business Continuity and Recovery

- Creating Continuity
- Essential Crisis Plan Elements

Session Twelve: Walliallia

- Background
- Exercise One: Gas Line Explosion at Water Plant
- Exercise Two: How are you Feeling?
- Exercise Three: The Last Question

Session Thirteen: Recovering and Moving On

- Initial Adjustments
- Working Things Out
- Workshop Wrap-Up