



CONTINUITY & RESILIENCE

# **1 Day Incident Response and Crisis Management Course**

## **Why Attend**

This course provides practical experience based on theoretical guidance, as to how to deal with range of incidents that may be faced by an organisation. This workshop looks at different exercising and coaching approaches and techniques this can be used by senior managers ( often called the incident management team during an incident) who may need to be involved in the incident response.

The ISO 22301 Foundation training enables you to learn the basic elements to implement and operate an Emergency Management as specific in ISO 22320. During this training course, you will be able to understand the different modules of an Emergency Management including Emergency Management, policy, procedures, performance measures, management commitment, internal audit management revenue and continual improvement.

This workshop also covers various organisational structures and skills required to manage the strategic implications of an incident which may threaten welfare, reputation, and viability. Most organisations have few opportunities to learn from their own crisis (assuming they survive the incident), so this workshop provides the opportunity for the organisation senior leadership and incident management team for advance planning and preparation, to learn from the experience ( both success and failure) of other others in handling organisational crisis.

This workshop can be utilized by all levels of the organization – Strategic level (top management, who are accountable for overall management of the incident, including reputation and key stakeholder concerns, as well as regulatory and legal obligations), Operational level (who are dealing with the Incident at a hands-on, on-the-ground level), and also at the Tactical level (for individuals who are supporting and providing resources to the Operational Team). Training methodologies include classroom training, individual/group exercises, case studies and roleplays, while videos and group discussions, knowledge checks and quizzes are made use of in order to enhance the participant learning experience.

Contact us for more information at [info@continuityandresilience.com](mailto:info@continuityandresilience.com).



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### **Learning Objectives:**

- Understand the concepts of
  - o Incident
  - o Critical Incident and
  - o Incident Management
- Define a Critical Incident process
- Understand the role of Problem Management / Root Cause Analysis
- Gain an appreciation of the Roles and Responsibilities associated with the Major Incident process
- How do individuals react to incidents? How can we prepare them to react better?
- What resources and facilities does the team require? Contents of an Incident management plan
- What are incident management quick wins? How are you going to implement what you have learned?
- What is an incident? How does it affect the Organisation? How do incidents evolve and develop?

### **Who should attend:**

- Business Continuity, Disaster Recovery, Emergency Management, and Crisis Management practitioners or responders
- Those responsible for exercising or coaching the Incident Management Team
- Auditors wanting to gain an in-depth understanding of Crisis and Incident management
- Professionals from IT DR or BCM-related domains such as Crisis and Risk

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