

FQA Certified Crisis Management Specialist Course

Course description:

Based on latest Crisis Management standard ISO 22361:2022, this course comprises 2 parts:

- A. Introduction to Crisis Management, various types of Crisis, and Crisis Management strategies
B. Building a Crisis Management plan

The objective of the course is to enable participants to get a good understanding of Crisis Management not by just talking about it, but by living it. Multiple case studies simulate real-life experience. Participants in this interactive course react to crisis situations as they unfold, experience first-hand the challenges of appropriate response and gain an appreciation of the critical need for proactive planning, exercising and maintenance. Participants are given an overview of the various types of Crisis Management tools and the strategies for managing crisis. This fast-paced course is conducted in interactive manner to which participants will need to respond. Other training methodologies include classroom training and individual/group exercises, videos and group discussions.

This course entitles you to 24 CPE credits.

Learning Objectives:

- Understand what a crisis is and means to your company or organization
- Understand the Crisis Management and crisis mindset it takes to overcome a crisis in record time
- Know what mistakes to avoid at all costs
- Be able to detect the red flags that indicate a crisis on the rise
- Be able to assemble the right crisis team for your organisation
- Be prepared with the initial three steps to responding to a crisis situation

Who should attend:

All employees that are involved in or need to support the crisis management initiative within the organization. Particularly those from domains such as Crisis and Risk Management, Emergency Planning, Business Continuity Management, Corporate Communications, Operations, Facilities, Administration, Physical Security, HR, Audit, Legal and Compliance.

For further information please email us at info@continuityandresilience.com

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