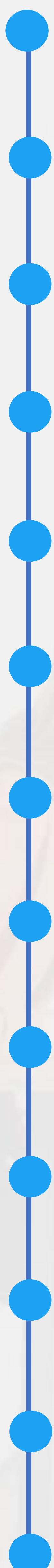


Crisis Management and Organizational Resilience

Over the last decade, crisis management has shifted in its approach from crisis response towards effective risk and pre-crisis planning. This course is aimed at providing participants with an overview of the key elements of organizational resilience, namely risk management, business continuity management, and crisis management.

The focus of the course will be how to build organizational resilience so that if a crisis should occur, structures, operations, and procedures are all capable of absorbing stress and restoring the organization to equilibrium. Emphasis is placed on the role of leadership and ensuring flexibility for continuous and disruptive change.

The principal message of the course is the need to create the right environment, policy and procedures, which in turn, help develop a more resilient organization, one that is capable of adjusting to disruptive continuous and discontinuous change.

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- Understand what organizational resilience is, and what is the resilience framework.
 - Understand the organization's risk, security, safety, preparedness, resilience, response, high reliability & recovery requirements.
 - Establish, Manage, Monitor and evaluate organization resilience system
 - Employ innovative solutions to support business resilience and continuity
 - Plot Extensive crisis management plans and set up command center
 - Design policy, objectives and controls for you to manage Change as well as Risk.
 - Apply current theories, concepts, practices & innovative solutions to organizational resilience.
 - Determine how to monitor & review the performance & effectiveness of your Organizational Resilience Management system.
 - Apply Continual Organizational Resilient improvement based on objective measurement.



Objectives



Who should attend

Crisis Management and Organizational Resilience course is ideal for:

Managers, responsible for organizational performance.

Senior executive, directors and those in senior leadership positions

Senior or mid-level managers with responsibility for building resilience within their organization

Our delegates will be already good at what they do, they lead teams, they influence the culture and they get results



Day 1

Strategic Management and Resilience

- Defining terms and understanding the importance of resilience
- The links between risk, issue, crisis, business continuity and reputation management
- The importance of building a resilient organization
- The key elements needed to build a resilient organization
- Role of leadership in building resilience



Day 2

Risk Management and Vulnerability Analysis

- Key elements of effective risk analysis and management
- Threats, vulnerabilities, loss/impact
- Risk assessment, frameworks and *international standards*
- *Strategic issue management and threat assessment*
- *Disruptive challenges*



Day 3

Business Continuity Management and Resilience

- What is BCM?
- International Standards and BCM
- Business impact analysis
- Developing a BCM team



Day 4

Strategic Anticipation and Foresight Analysis

- Purpose and limitations of strategic anticipation
- Issues management
- Delphi method
- Scenario planning
- Horizon scanning, Trend analysis



Day 5

Crisis, Consequence and Recovery Management

- Nature of crises – unpredictability, inherently unstable, complex situations
- Features of modern crises
- Problems posed by social media during a crisis
- Standards and frameworks: PAS200
- Media management