CRISIS MANAGEMENT

Dates and duration to be agreed upon

Location to be agreed

Please contact us for a personalised quote

OBJECTIVES

- Understand the principles of organising and setting up a crisis management system.
- Know how to set up an immediate action plan in a crisis situation.
- Master the crisis management procedures and tools.

THE BENEFITS OF YOUR TRAINING

- The training session will be adapted in accordance with the context and scope specific to the request. For instance, it might include managing crises relating to natural, technological, industrial, health, environmental or security risks.

TARGET AUDIENCE

Top managers and managers

GOOD TO KNOW

Example of a 2 to 5 days programme

EDUCATIONAL PROGRAMME

Module 1

The crisis process

- Recognising risk situations.
- Critical phases of a crisis process.
- Crisis dynamics and decision-making.
- The notion of public scares.

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Module 2

Crisis management organisation and tools

- Identifying the weakness factors specific to your organisation.
- Identifying the actors involved.
- Forming a crisis unit: objectives, roles, composition, activation process.
- Coordination, management and supervision tools.
- Procedures to be applied.

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Module 3

Lessons learnt

- Resolving the crisis: crisis resolution inspections.
- Setting up a prevention system and a response system.
- Warning procedures.

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Prerequisites : Have held or currently hold a position related to the training theme