

€ TRAINING

Security Crisis Management and Security
Negotiation Skills



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Introduction:

The program has been designed to be interactive with several case studies and group exercises. A modular approach will take the delegates through the four stages of Crisis Management - Preparation, Planning, Response, and Recovery. Participative lectures will involve the use of PowerPoint, handout material, work manual with all instructor notes and slides, examples of best practice, and appropriate video/DVD material. The use of flip-charts, syndicate workshops, and reporting back sessions will encourage a fully participative and enjoyable event.

Course Objectives:

At the end of this course the participants will be able to:

- Understand Crisis Management and its preferred framework for the private and public sectors
- Understand the escalation of the incident to the crisis to disaster
- Understand Civil Defence responsibilities
- Apply effective crisis management tools and techniques for when an organization is under pressure
- Develop an effective stakeholder management plan for use in a crisis
- Identify measures that would improve their organizations' crisis management capabilities

Targeted Audience:

- Managers
- Team Leaders
- Administrators
- All Professionals

Course Outlines:

Unit 1: Pre-planning, Who and What Else Should be Considered?

- Who owns the mitigation process?
- Self-evaluating questionnaires
- Developing and Implementing Emergency Plans
- Twelve point checklist covering the whole planning process
- Mutual Aid arrangements
- Company-wide strategic contingency plans
- Service or departmental plans
- Building evacuation plans
- Crisis Management and Communications. Emergency Centre/s
- Developing and implementing a Business Continuity Management BCM strategy
- Business Impact Analysis. Case Study and Workshop

Unit 2: Dealing With a Crisis - the 'Communications' Perspective:

- Command and Control Issues
- Operational at the scene

- Tactical at the forward control point/incident command
- Strategic boardroom level/emergency operations center
- Organizing a Press Conference
- Conducting Radio and Television Interviews
- Case Study Exercise: Crisis Communications Strategy. Develop a crisis communications strategy and action plan based upon a given scenario

Unit 3: Incident Management & Aftermath:

- Alerting and Warning. Case Studies. What can go right and what can go wrong
- Case Studies - Texas City Disasters 1947 and April 2005
- Major Incident Simulation - Role Playing Workshop
- Syndicate selection
- Reporting back
- Potential Psychological & Welfare problems in Crisis Management
- How to improve staff morale and confidence in the process
- The psychological effects during and after an incident involving injuries - and worse
- Looking after yourself and your staff
- The questionnaire, are your batteries in good condition?

Unit 4: What Makes a Negotiation a Success?

- Negotiation Exercise Number 1
- Personal obstacles to a successful negotiation
- Purchasing responsibilities as a negotiator
- Identifying the phases of a negotiation
- Understanding the phases of a negotiation
- What makes the "winners" win - the elements of success
- Comparing Approaches in Negotiations
- Looking for a better deal for both parties
- When to use what style of negotiation
- Protecting yourself and your company
- Using Time as a key element
- Negotiation Exercise Number 2

Unit 5: The Expert Negotiator Has Many Talents:

- Skill sets and knowledge requirements
- The role of intuition and Emotion
- Understanding your present personal capability
- Defining the negotiator competencies
- Uncovering the learning gap
- Identifying what should be negotiated
- Positioning the negotiation
- Determining the supplier's likely position
- The influence of long and short term supplier relationships
- Negotiation Exercise Number 3