€TRAINING

Certified Lead Crisis Manager

22 - 26 September 2024
Dubai (UAE)

Certified Lead Crisis Manager

Introduction:

This program is meticulously crafted to prepare participants for the certification exam, focusing exclusively on the essential skills required for crisis management leadership. As organizations face an increasingly volatile and unpredictable world, the role of a Certified Lead Crisis Manager becomes paramount in ensuring resilience and effective response to crises. This program equips participants with the tools and strategies needed to lead crisis response efforts effectively.

Program Objectives:

By the end of this program, participants will be able to:

- Understand the fundamental principles and best practices of crisis management.

- Develop proficiency in leading crisis response efforts, including coordination, communication, and decision-making.

- Acquire practical skills for assessing and prioritizing risks, as well as implementing mitigation strategies.

- Enhance organizational resilience through effective crisis planning and preparedness.

- Prepare for the Certified Lead Crisis Manager certification exam.

Target Audience:

- Professionals aspiring to become certified crisis management leaders.

- Crisis management practitioners seeking to enhance their skills and knowledge.

- Business continuity managers and disaster recovery professionals.

- Emergency response team leaders and coordinators.

- Risk management professionals responsible for crisis preparedness and response.

Program Outlines:

Unit 1.

Understanding Crisis Management Principles and Concepts:

- Introduction to crisis management definitions and theories.

- Overview of the crisis management lifecycle.

- Exploration of crisis communication strategies.

- Examination of leadership roles and responsibilities during crises.

- Discussion on ethical considerations in crisis management.

- Case studies illustrating crisis management in action.

Unit 2.

Leading Crisis Response Efforts:

- Strategies for establishing effective crisis management teams.

- Techniques for leading crisis response efforts and decision-making.

- Coordination of resources and stakeholders during crises.

- Communication methods for disseminating information internally and externally.

- Role-playing exercises to simulate crisis scenarios and practice leadership skills.

- Peer discussions on lessons learned from past crisis situations.

Unit 3.

Risk Assessment and Mitigation Strategies:

- Identification of potential crisis triggers and vulnerabilities.

- Risk assessment methodologies and tools.

- Development of crisis response plans and protocols.

- Implementation of proactive measures to mitigate risks.

- Continual monitoring and adjustment of risk mitigation strategies.

- Collaboration with relevant stakeholders to address identified risks.

Unit 4.

Crisis Planning and Preparedness:

- Creation of crisis management frameworks and procedures.

- Development of crisis communication plans and protocols.

- Establishment of emergency response protocols and procedures.

- Conducting crisis simulations and drills to test preparedness.

- Reviewing and updating crisis plans based on lessons learned and changing circumstances.

- Integration of crisis management into overall organizational planning and culture.

Unit 5.

Exam Preparation and Review:

- Overview of the Certified Lead Crisis Manager certification exam structure and format.

- Review of key concepts and topics covered in the training program.

- Guidance on exam-taking strategies and time management.

- Q&A sessions to address participant questions and concerns about the exam.

- Final review and recap of essential knowledge and skills needed for the certification exam.

Note: This program is designed to prepare participants for the certification exam only.