



Future-Oriented Training and Consulting

CRISIS MANAGEMENT PROGRAM

Corporate Crisis Management & Business Continuity

Equipping leaders to respond decisively to crises and maintain operational continuity under pressure.

Proven Continuity Frameworks Hands-on exposure to business continuity planning tools.	Executive Case Studies Real-world scenarios and crisis simulations that sharpen decision-making.
Crisis Response Readiness Practical tools to respond decisively under pressure.	Actionable Recovery Plans A response and recovery plan ready for implementation.

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Program Overview

This program prepares leaders to respond decisively to crises and maintain operational continuity under pressure.

Through case studies, executive discussions, crisis simulations, and hands-on exposure to business continuity planning tools, participants will develop a response and recovery plan that safeguards their organization against disruption.

Program Objectives

- **Sharpen Crisis Decision-Making:** Make sound decisions quickly under pressure and uncertainty.
- **Apply Business Continuity Frameworks:** Use structured planning tools to prepare for disruption.
- **Build a Response and Recovery Plan:** Develop a plan that safeguards the organization against disruption.
- **Strengthen Crisis Communication:** Communicate clearly with stakeholders during a crisis.
- **Lead Teams Through Disruption:** Guide teams calmly and effectively during a crisis.
- **Sustain Organizational Resilience:** Embed practices that keep the organization prepared long-term.

Target Audience

This program is designed for professionals responsible for crisis response and business continuity within their organizations, including:

- **Crisis & Business Continuity Managers** leading crisis response and continuity planning.
- **Operations Managers** maintaining operational continuity during disruption.
- **Risk & Compliance Professionals** assessing and preparing for crisis scenarios.
- **Department Heads** leading their teams through crisis situations.
- **Communications & PR Professionals** managing stakeholder communication during a crisis.
- **Security & Facilities Managers** coordinating physical and operational response.
- **Senior Executives & Business Owners** leading the organization through crisis at the highest level.

Program Impact

Participants will leave this program with sharper crisis decision-making skills and a response and recovery plan ready for implementation. Graduates will return to their organizations equipped to respond decisively to disruption and safeguard long-term resilience.

Program Outline

MODULE 1: Foundations of Crisis Management

- Core concepts and principles of crisis management
- Types of crises facing modern organizations
- Understanding the crisis management lifecycle
- The leader's role in crisis response
- Common pitfalls in managing corporate crises

MODULE 2: Crisis Preparedness and Planning

- Assessing organizational vulnerability to crisis
- Building a crisis management framework
- Establishing crisis response teams and roles
- Developing crisis response protocols and playbooks
- Testing preparedness through simulations and drills

MODULE 3: Business Continuity Planning

- Core principles of business continuity planning
- Identifying critical functions and dependencies
- Developing continuity strategies for key operations
- Building a business continuity plan

MODULE 4: Leading Through Crisis

- Decision-making under pressure and uncertainty
- Crisis communication with employees, media, and stakeholders
- Leading teams calmly through disruption
- Managing reputational impact during a crisis
- Building a response and recovery plan

MODULE 5: Recovery and Organizational Resilience

- Managing the recovery phase after a crisis
- Capturing lessons learned and improving preparedness
- Building long-term organizational resilience
- Sustaining crisis readiness beyond the program