CRISIS AND DISASTER PREPAREDNESS

Introduction

Organizations today face an unprecedented range of disruptions, including cyberattacks, natural disasters, pandemics, terrorism, geopolitical instability, supply chain failures, infrastructure breakdowns, climate-related emergencies, and financial crises. These events can threaten employee safety, disrupt operations, damage organizational reputation, interrupt service delivery, and result in significant financial losses. The Crisis and Disaster Preparedness course equips professionals with internationally recognized knowledge, frameworks, and practical skills to prepare for, respond to, and recover from organizational crises and disasters. The programme incorporates global best practices from ISO 22301 Business Continuity Management Systems, ISO 31000 Risk Management, the Sendai Framework for Disaster Risk Reduction, the Incident Command System (ICS), and internationally accepted emergency management principles. Participants will learn how to assess organizational vulnerabilities, develop crisis management frameworks, establish emergency response systems, coordinate incident response teams, communicate effectively during crises, and lead organizational recovery efforts. Practical simulations and crisis exercises enable participants to build confidence in managing high-pressure situations while strengthening organizational resilience and business continuity.

Course Objectives

- Understand international crisis and disaster management frameworks.
- Conduct organizational risk, hazard, and vulnerability assessments.
- Develop crisis management and emergency preparedness plans.
- Lead crisis response teams during emergencies.
- Implement effective crisis communication strategies.
- Develop business continuity and disaster recovery plans.
- Strengthen organizational resilience against emerging threats.
- Coordinate post-crisis recovery and organizational learning.

Course Modules

> Module 1: Foundations of Crisis and Disaster Management
- Types of organizational crises
- Disaster management principles
- Crisis lifecycle management
- Organizational resilience
- Global disaster trends
- Governance during crises
- Crisis management standards
- Roles and responsibilities

> Module 2: Risk, Hazard and Vulnerability Assessment
- Hazard identification
- Threat assessment
- Vulnerability assessment
- Business Impact Analysis (BIA)
- Critical infrastructure assessment
- Climate and environmental risks
- Cybersecurity threats
- Supply chain vulnerabilities

> Module 3: Crisis Preparedness and Emergency Planning
- Crisis management frameworks
- Emergency response planning
- Business continuity planning (BCP)
- Disaster recovery planning (DRP)
- Incident Command System (ICS)
- Emergency Operations Centres (EOC)
- Resource coordination
- Preparedness exercises

> Module 4: Crisis Leadership and Incident Management
- Leadership during emergencies
- Decision-making under uncertainty
- Incident command structures
- Multi-agency coordination

- Resource mobilization
- Ethical decision-making
- Team coordination
- High-pressure leadership

> Module 5: Crisis Communication and Stakeholder Engagement

- Crisis communication planning
- Media relations
- Social media management during crises
- Public information management
- Reputation protection
- Stakeholder engagement
- Internal communications
- Executive spokesperson skills

> Module 6: Recovery, Business Continuity and Organizational Resilience

- Post-incident recovery
- Business continuity implementation
- Disaster recovery strategies
- Operational restoration
- Organizational learning
- After-action reviews
- Resilience maturity assessment
- Continuous improvement

> Module 7: Crisis Management Capstone Simulation

- Enterprise-wide crisis simulation
- Incident response coordination
- Crisis communication
- Business continuity activation
- Recovery planning
- Lessons learned

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