BC Training LTD

Live Online Advanced Incident

Response and Crisis Management

One Day Training Course

Live Online Advanced Incident Response and Crisis Management

Course Description

This advanced course is designed to increase the knowledge of existing business continuity and crisis management practitioners, especially those who have attended the BCI Incident Response and Crisis Management course and want to take their knowledge to a new level. This course is designed to give 'hands on' practical tools, procedures and techniques which can be used for managing incidents and crises.

The course follows industry best practice, including the requirements of ISO 22301, BS11200 'Crisis Management – Guidance and Good Practice', PD CEN/TS 17091(soon to be ISO 22361) 'Crisis Management – Guidance for Developing a Strategic Capability' and tools, techniques and learning from academic papers, publications and practitioners' experience.

Course Objectives

Following the course, delegates will be able to:

- Describe the contemporary crisis and incident landscape, and its relevance to the practice of incident and crisis management
- Evaluate the risks to your organisation and design an appropriate contingency plan for managing them
- Use situational awareness tools and apply decision making techniques when responding to incidents and crises
- Develop response and recovery objectives that reflect the requirements of an incident or a crisis
- Deploy tools and techniques which can be used by response team members to improve their management of an incident or a crisis

Who Should Attend?

The course is relevant to many different disciplines, including business continuity, crisis management, disaster recovery, cyber response, crisis communications, high hazard industries and emergency response.

The course will support many practitioners, including:

- Business Continuity, Resilience and Crisis Managers, and consultants
- Cyber incident response managers
- Crisis communications teams
- Members of crisis, emergency response or incident management teams
- Those who train or exercise crisis management and incident management teams

Course Delivery

This training course is delivered as a one day, live online course. During the course, delegates will be able to use their microphones to take part in discussions and ask the tutor any questions. Scheduled breaks will be provided within each session.

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Course Modules

Module 1: Incident and Crisis Management Landscape
- Explore case studies and track the changing landscape
- Introduction of an audit questionnaire to determine your organisation's current preparedness and identify gaps

Module 2: Determine Risks and Design Contingency Plans
- Determine crisis and business continuity risks using a risk and issues management approach and identifying those that require specific contingency planning
- Develop strategies to address key risks through consideration of a variety of business continuity and communications solutions and structuring these into a coherent plan template
- Practical Exercise: Developing contingency plans for a specific risk or issue

Module 3: Situational Awareness and Decision Making
- Explore the tools and methods available to develop and maintain good situational awareness during an evolving event
- Review the way that information is received, understood, managed and shared among and between responders and teams
- Consider best practice decision making tools and processes used across industries and practice making informed decisions under pressure.
- Practical Exercise: Decision making with ambiguous information

Module 4: Develop Response and Recovery Objectives
- Develop an overall set of objectives for the coordination of activities, communications and actions for the response organisation
- Define "what success looks like" during an active response and aligning this with a logical strategy and transparent messaging
- Practical Exercise: Developing objectives for different types of incidents and crisis

Module 5: Incident Management Tools and Techniques
- Review the tools and techniques available to members of the response team that can support and improve their management of an incident or crisis

Course Author

Charlie Maclean-Bristol is a fellow of the BCI, with over 25 years of experience in Crisis Management and Business Continuity. He is on the ISO committee developing the new ISO 22361 crisis management standard and has written several training courses, some of which have been adopted by the BCI.

Charlie is a module leader for Glasgow Caledonian University's MSc course on Crisis Management and Business Continuity. He is also the author of BC Training's weekly bulletin, providing commentary on news events, advice for practitioners and a talking point for discussion on business continuity topics for thousands of readers worldwide.

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FAQs

- **What are the timings of my training course?**

The timings for the sessions each day are 9.30-12.30 and 13.30-16.30 BST. Scheduled breaks will also be provided within each session. Timings are indicative and exact timings may vary due to student experience and their interest in certain topics. The course may finish earlier if all topics have been covered

- **What do I need for the course?**

You will be provided with a copy of the course slides.

Certificate of Attendance

A certificate of attendance will be issued to delegates following the completion of the course.

Course Cost

The cost of this one day training course is £350 + VAT.

Course slides are provided.

If you have further questions or would like an official quotation please contact a member of the BC Training Team:

Contact Details

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