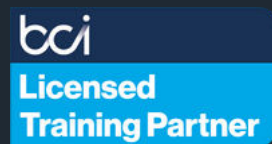




BCI Incident Response and Crisis Management (Live Online)

2 Days

£1,050.00 + VAT



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BC Training Ltd, 21 Fairhaven Road, Lytham St Annes, Lancashire, FY8 1NN, UK

Details

 Live Online Course

Specialist

Course Description

This BCI Incident Response and Crisis Management course covers all aspects of developing and implementing an incident response structure and crisis management capability.

The course is broken down into modules exploring the concepts and principles of incident and crisis management and what tools and techniques can be applied when anticipating and assessing incidents. It also looks at the key activities, roles and responsibilities required for effective incident and crisis management. This two day course comes complete with course slides and a workbook that contains exercises to be completed throughout the course.

The course is based on the Good Practice Guidelines Edition 7.0 and reflects current International Standards in business continuity.

Course Modules

Module 1 - Crisis Management Concepts and Framework



This module explores the relationship between incident response and crisis management. It also covers the crisis management framework and the key principles that support it.

Module 2 - Anticipate and Assess



This module looks at the techniques for anticipating and assessing potential crises, as well as how to establish an incident and escalation process.

Module 3 - Prepare - Part 1 Response Structure



This module covers the response structure, the roles of the incident response and crisis management team and the skills required of crisis management team members.

Module 4 - Prepare - Part 2 Tools and Resources



This module explores what is required to establish a physical and virtual crisis room, as well as the tools for supporting the crisis management team.

Module 5 - Prepare - Part 3 Crisis Management Plan



This module looks at the crisis management plan, including its relationship with other response plans within the documentation hierarchy, the essential guidelines for writing a crisis management plan and the key elements that should be documented in the plan.

Module 6 - Response and Recovery



This module looks at the challenges of effective crisis leadership, the crisis decision making process, response protocols and post-crisis recovery management.

Module 7 - Crisis Communications



This module focuses on the roles and responsibilities of the crisis communications team, how to create effective messages, the do and don'ts of internal and external communications, and how to harness social media during a crisis.

Module 8 - Review and Learn



This module looks at how different types of training and exercising can be used to prepare the crisis management team for responding to crises, as well as the importance of post-crisis review and evaluation.

Course Benefits

By the end of this course, delegates will be able to:

- Learn how to build and deliver crisis management capability for your organisation using an established best practice framework.
- Have a good appreciation of the relationships between problem, incident, business continuity and crisis management.
- Develop an understanding of the principles, strategies and techniques of incident response and crisis management.
- Acquire the tools and know-how to prepare, implement and maintain a crisis management plan.

Completing this course will contribute towards your BCI Continuing Professional Development (CPD).

Who Should Attend?

- Business continuity and resilience practitioners who require an in depth knowledge and understanding of how to build an incident and crisis management capability in an organisation.
- It is recommended that students have a minimum of a CBCI or equivalent credential with experience of working in a continuity and resilience related role.

Course Delivery

This BCI training course is delivered as a two day, live online training course by an approved BCI tutor. Scheduled breaks will be provided throughout the training. During the course, delegates will be able to use their microphones to take part in discussions and ask the tutor any questions, there is also the option to use a webcam too. Interactivity features used during the training may include the use of breakout sessions for group work, polls and quizzes. The course is delivered via GoToTraining.

Recommended Reading

The Good Practice Guidelines Edition 7.0 is the recommended reading for this course. A free watermarked non-printable electronic copy is included with the course. Hard copies (£90.00 + P&P) are also available to purchase via our website. Pre-reading prior to attending the course is advisable

Certificate of Attendance

An electronic 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 £1,050.00 + VAT.

Private Training

If you would like this training course delivered privately for your organisation, either live online or in person, please contact the BC Training team for a proposal.

FAQs

What are the timings of my training course?

The timings are 9am-4pm UK time and scheduled breaks will be provided. 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 free watermarked non-printable electronic copy of the Good Practice Guidelines Edition 7.0, as well as an electronic copy of the course materials.

Testimonial

"James [McAlister] was very interesting to listen to. He made you feel at ease asking questions and really explained the learning."

Leslie Kellaway

ITV



Why use BC Training?



Up to Date Industry
Knowledge



Quality of
Training



Tutor Experience



Variety of Course
Styles

Contact Us

Our friendly team are here to help!
Please use the contact information below to get in touch.



Telephone

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Live Chat

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Opening Hours

Monday to Thursday: 8:00am – 4:30pm
Friday: 8:00am – 4:00pm
(UK time)

Stay up to date with BC Training on social media or scan the QR code to sign up to our newsletter.

