



# Incident Management Training to Teams (Classroom or Live Online)

1/2 Day or 1 Day

**From £3,495.00 + VAT**



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### Course Description

Incident Management Training is designed to assist and teach teams the essential skills and techniques required for managing an incident effectively, thereby ensuring that it is successfully resolved.

High profile incidents such as the Deepwater Horizon (BP incident in the Gulf of Mexico), have shown the consequences of poor incident management. You may believe that your organisation has an excellent plan in place, but do your staff have the required skills to implement it effectively?

This Incident Management Training to Teams course is aimed at team levels – strategic (gold), tactical (silver) and operational (bronze). Subjects covered throughout the duration of this training can be tailored to the requirements of each team, depending on their specific roles and responsibilities.

Each of the training days has a strong interactive element to it and all participants will be given several opportunities to practise the skills they have acquired throughout their training. The materials and techniques used throughout are based on best practice and many of the techniques taught are used by the government, military and emergency services to train their senior managers in how to respond to incidents.

BC Training have an incident management model they use during incident management training. All elements of the model will be taught on both the full and half day courses. On the full day course, there is more opportunity to look at each element in depth. For different levels of teams, the emphasis on each of the elements covered will be varied; for example a strategic team's emphasis could be on communications and reputation management, while for an operational team the focus could be on the team working element.

### Course Modules

#### Invocation



Invocation covers the identifying of incidents, the different types of incidents and when would your organisation invoke their plan. A discussion is facilitated during which a number of different incidents are covered, such as where the loss of an asset has occurred or an event where the organisation's reputation has been affected. The aim is to detect and discuss which incidents would have a major impact on your organisation and cause you to invoke your plan.

#### Team Working



This covers where the team would meet and the facilities the team would need for managing an incident. It also looks at how incident team meetings would be conducted, how the team would interface with other teams (known as battle rhythm), implement their plan and how the team would monitor its tasks, recovery actions and activities.

## Decision Making



BC Training have developed their own decision making model based upon the Police National Decision Making Model. This section looks at situational awareness, identifying the key issues associated with the incident and the implementation of the decision making model.

## Information Management



This section looks at the managing of the information during an incident and ensuring that key information is identified. It covers the use of administration personnel to help manage incident boards, using CRIPs (Commonly Recognised Information Picture), the logging of information, the legal aspects of incidents and the use of defensible decision making.

## Communications and Reputation Management



Communicating with the relevant parties in a timely and efficient way, using the most appropriate media, is one of the more important activities that the team will carry out during an incident. This section looks at all aspects of managing communications during an incident.

The syllabus covered depends on the level of the team undergoing the training. For strategic teams developing a communications strategy, this would entail developing the organisation's "message" of the incident, the use of social media and the use of interfacing with the media. For operational teams, the course would concentrate on communicating with key interested parties and adopting the organisation's "message" for onward communication to staff, customers and anyone else they are responsible for communicating with.

## Course Benefits

- Helps to promote the importance of Incident Management within your organisation
- Applicable to employees of all levels

## Who Should Attend?

This course is suitable for all employees, specifically those with a role in an incident team. This course will equip delegates with the skills and techniques required for successfully managing an incident.

## Course Delivery

We offer this Incident Management Training to Teams course for a full day or a half-day session. BC Training can carry out two half-day sessions in a day and up to 12 students can attend any session.

During the live online version of 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.

## 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 course is £4,950.00 + VAT for a full day or £3,495.00 + VAT for a half-day session, plus tutor expenses if delivered in person. Bespoke work may incur additional costs.

## Testimonials

"Good pitch in terms of level, appropriately paced and engaged well with delegates. Achieved a good result and useful thoughts for group."

Government Agency



"Workshop was a useful mechanism to highlight key issues and simple tools to use on the day."

Government Agency



## 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

+44 (0) 1253 542 650



## Email

[info@b-c-training.co.uk](mailto:info@b-c-training.co.uk)



## Head Office Address

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## Live Chat

[www.b-c-training.com](http://www.b-c-training.com)



## 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.

