

Training Document: Business Continuity & Crisis Management			
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Overview: Business Continuity & Crisis Management

Course duration: 1 day.

- Organisations need to be prepared to deal with a range of potential disaster scenarios.
- Delegates will learn about the role of the emergency services and how to assist their work
- Dealing with news coverage issues and interface with the media.
- Psychological and physiological reactions to crisis
- Throughout the course there will be videos and case studies, syndicate exercises and practical sessions, in which delegates can test coping strategies and the value of leadership and team work.

The benefits of Business Continuity & Crisis Management include:

- Knowledge, skills to prepare & test generic emergency plans to deal with a range of potential threats.
- Develop a proactive approach to the introduction and management of business continuity planning.
- Emergency management, with particular reference to the need for a co-ordinated response.
- Insight into human reaction and response in a crisis or emergency situation;

Is it right for me?

- Everyone in business has to learn how to ride out a crisis and most of us learn it from experience over a long and sometimes painful period of time.
- But it is never too late to learn how to manage in a crisis and trainers will bring first hand experience of the challenges you will face across a range of scenarios.

What will I learn?

On completion, delegates will:

- Able to develop a proactive approach to disaster recovery and crisis communication.
- Implementing a impact analysis & tailored business continuity planning programme
- Management of the response in emergency situations & need for testing and maintenance of the plan
- Making an initial personal assessment of a difficult and/or dangerous situation
- Recognise their own and others' likely reaction and responses in a crisis or emergency situation

What will it cover?

Psychological and physiological responses

- Case studies of a major disaster involving large numbers of people and knock-on effects
- Coming to terms with fear and states of mind and survival in extreme situations
- Character traits – strengths and weaknesses

Getting to know how you might react and respond

- Knowing your own strengths and limitations – optional self-assessment questionnaire
- Leadership and teamwork in emergency situations – syndicate exercise

Making an assessment of the situation and the work of the emergency services

- An integrated approach to emergency planning
- Plan writing and validation making an initial assessment
- Training staff & Exercise planning and working with the emergency services

Business continuity planning business recovery plans – what is it?

- Risk identification, evaluation and control Continuity strategies
- Plan implementation / responsibilities / communications / Testing and maintenance

Reality

- Leadership and teamwork – practical exercises in the enactment of a crisis
- Discussion and debriefing – experience and perceptions from the practical content of the course in particular, and issues connected with emergency situations in general

Crisis communications and public relations

- Media and communications issues - Returning to 'business as usual'