

Crisis Communication & Disaster Recovery Planning

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Energy Milestones Corporation Advancing Professionals to the next level

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info@energymilestones.com



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Crisis Communication & Disaster Recovery Planning



Overview

This course is designed to help senior managers who are responsible for addressing crises at strategic and tactical levels, as well as operations managers and personnel from crisis management teams.

Course Objectives

- Provide professionals with the knowledge, skills, and attitudes required to manage and lead teams and organizations before, during, and after a crisis or emergency, with a focus on the following areas:
- Strategic leadership challenges.
- Applying practical crisis management tools and techniques for when an organization is under pressure.
- Assign people to an appropriate crisis team role.
- Consequences of sub-optimal execution.
- Conducting a crisis audit.
- Understanding the role communications play in de-escalating a crisis.
- Determining how to manage incidents.
- Establishing the means for business continuity.
- Helping your team recover from a crisis.

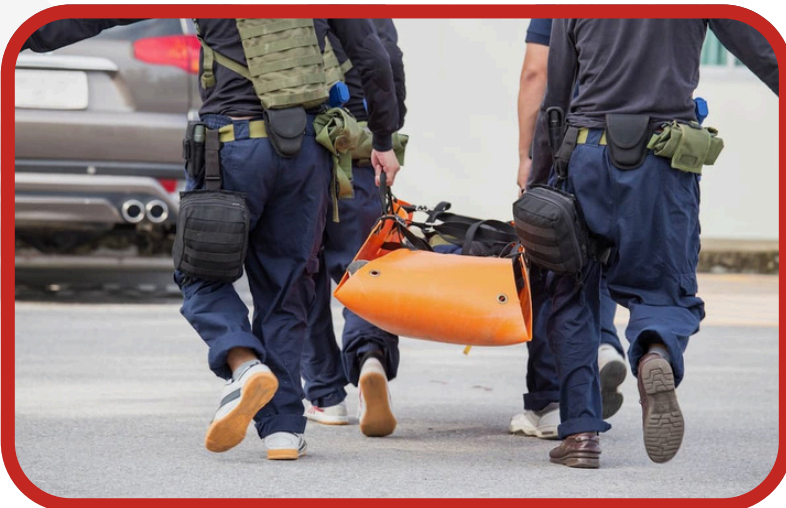


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Course Content

- What is crisis management, and what is emergency Management?
- Conducting the crisis audit.
- Prepare for crisis and Perform Risk Level Analysis.
- Developing a response process.
- Creating a crisis team and resolving the crisis with the timeline technique.
- Lead Effectively during Crisis.
- Consulting with the experts.
- Incident management techniques.
- Working through the issues.
- Establishing an emergency operations center.
- Building business continuity and recovery.
- Business Recovery and Learn from Crisis.
- Strategies, structures, and command.
- Internal communications and internal stakeholder management.
- Plenty of tabletop exercises, external case studies, and practice opportunities



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Targeted Audience

Senior managers who are responsible for dealing with crises at strategic and tactical levels, as well as operations managers, supervisors, and crisis management team personnel.

Course Methodology

Facilitated by an experienced professional trainer, this training course will be conducted as a highly interactive workshop session. A variety of training methodologies and facilitation techniques will be used before and during the course whenever applicable. These methods are aimed at enhancing individual and group interaction while maximizing learning. Some of these methods are:

- Online Pre-post Test
- Colorful Visual Aids
- Gamification
- Self-Assessment Instruments
- Simulations
- Case Studies
- Videos
- Group Exercises & Discussions
- Role-plays
- Indoor & Outdoor games

