

Crisis Management Policy & Emergency

Planning

Professional Training Course

Skillslab Training Provider

Skills for Tomorrow's World 



Course Description

Course Overview

Crisis Management Policy & Emergency Planning is a comprehensive, knowledge-based training program designed to equip managers with a structured understanding of how organizations prepare for, respond to, and recover from crises and emergencies. The course focuses on the policy dimension of crisis management, explaining how clear frameworks, governance arrangements, and emergency plans enable organizations to act decisively under pressure while minimizing operational, reputational, and human impact. It addresses crises as strategic risks that require foresight, coordination, and disciplined leadership rather than ad hoc reactions. For new and first-time managers, crisis situations are among the most challenging leadership tests. Managers are often expected to make timely decisions, coordinate teams, and communicate clearly during uncertainty, even without prior crisis experience. This course supports leadership training for new managers by strengthening their understanding of crisis management principles, emergency planning logic, and leadership responsibilities before, during, and after disruptive events. It delivers clear workplace value by improving preparedness, resilience, and confidence across teams and departments.

Key Outcomes

- By the end of this program, participants will be able to explain the principles of crisis management and emergency planning.
- By the end of this program, participants will be able to distinguish between routine incidents and organizational crises.
- By the end of this program, participants will be able to understand the role of policy frameworks in crisis preparedness.
- By the end of this program, participants will be able to identify managerial roles and responsibilities during emergencies.
- By the end of this program, participants will be able to recognize common risks and vulnerabilities that lead to crises.

- By the end of this program, participants will be able to contribute to effective communication during emergencies.
- By the end of this program, participants will be able to support recovery and organizational learning after crises.

Who Should Attend

- First-time managers and newly appointed supervisors
- Team leaders responsible for operational continuity
- High-potential employees preparing for leadership roles
- Managers involved in risk management or compliance
- Public sector and corporate managers responsible for preparedness
- Strategy, planning, and organizational development staff
- Managers supporting safety, security, or emergency coordination

Prerequisites: No prerequisites are required. Basic familiarity with organizational operations or management responsibilities is beneficial.

Course Outline by days

Day 1 Foundations of Crisis Management and Emergency Planning

- Definition and characteristics of organizational crises
- Types of crises and emergencies affecting organizations
- Difference between crisis management and emergency response
- Importance of preparedness and prevention
- Managerial accountability in crisis readiness

Day 2 Crisis Management Policy and Governance

- Role of policies in guiding crisis response
- Governance structures and decision-making authority
- Crisis leadership roles and escalation mechanisms
- Coordination across departments and agencies
- Ethical and legal considerations during emergencies

- Resource allocation and continuity considerations
- Training, awareness, and preparedness culture
- Role of managers in maintaining readiness

Day 4 Response, Communication, and Coordination

- Principles of effective crisis response
- Internal coordination and command structures
- Communication with employees, stakeholders, and the public
- Managing uncertainty, stress, and time pressure
- Supporting teams during crisis situations

Day 5 Recovery, Evaluation, and Continuous Improvement

- Transition from response to recovery
- Restoring operations and organizational confidence
- Reviewing crisis performance and lessons learned
- Updating policies and emergency plans
- Embedding resilience and continuous improvement

Methodology

The course is delivered through a primarily theoretical and concept-driven approach aligned with a new manager leadership course and leadership fundamentals course. The methodology emphasizes structured explanations of crisis management models, emergency planning frameworks, and governance principles. Guided discussions and simplified case illustrations are used to demonstrate how crises unfold and how policies and plans guide managerial actions, without relying on intensive simulations or operational drills. Interaction combines individual reflection with light group discussions, enabling participants to relate crisis management concepts to their managerial roles. Training materials include structured summary sheets, a comprehensive workbook, simplified emergency planning templates, and a practical toolkit that participants can easily review or adapt using a computer. Optional minimal pre-work or follow-up clarification sessions may be provided upon request to reinforce leadership development for team leaders and first-time manager training.

Assessment & ROI

measurement of return on investment within the organization may include internal preparedness indicators, effectiveness of emergency plans, managerial evaluations, and performance during incidents as defined by the client organization. Internal measurement is managed by the client organization and is outside the scope of our delivery. Optional follow-up or reinforcement sessions can be arranged upon request to extend management skills training benefits.

Instructor Profile

Instructor assignment depends on the delivery date and city. We work with a global pool of trainers. Please contact us to confirm the most suitable available instructor for this course based on schedule and location.

Conclusion

The Crisis Management Policy & Emergency Planning program equips new and emerging managers with essential knowledge to prepare for, respond to, and recover from crises with confidence and clarity. As part of leadership training for new managers, supervisor leadership program pathways, and management skills training initiatives, this course strengthens preparedness, decision-making discipline, and organizational resilience. Organizations are invited to contact us to tailor delivery formats including onsite, online, or blended options and suitable duration choices, with participants receiving a certificate of completion upon successful attendance.

Contact Us

For registration inquiries, upcoming dates, or group pricing, please contact us:

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