



CONTINUITY & RESILIENCE

2 Day BCI Crisis and Incident Management course

Course description:

Developed by the UK-based Business Continuity Institute (www.thebci.org), this course provides practical experience based on theoretical guidance, as to how to deal with a wide range of incidents that may be faced by an organization. This workshop looks at different exercising and coaching approaches and techniques that can be used by senior managers (often called the Incident Management Team during an incident) who may need to be involved in the incident response.

This workshop also covers various organizational structures and skills required to manage the strategic implications of an incident which may threaten welfare, reputation and viability. Most organizations have few opportunities to learn from their own crises (assuming they survive the incident!), so this workshop provides the opportunity for the Organisation Senior Leadership and Incident Management Team for advance planning and preparation, to learn from the experience (both success and failure) of others in handling organizational crises. This workshop can be utilized by all levels of the organization – Strategic level (top management, who are accountable for overall management of the incident, including reputation and key stakeholder concerns, as well as regulatory and legal obligations), Operational level (who are dealing with the Incident at a hands-on, on-the-ground level), and also at the Tactical level (for individuals who are supporting and providing resources to the Operational Team). Training methodologies include classroom training, individual/group exercises, case studies and role-plays, while videos and group discussions, knowledge checks and quizzes are made use of in order to enhance the participant learning experience.

This workshop entitles you to 16 CPE credits.

Learning Objectives:

- What is an incident? How does it affect the Organisation? How do incidents evolve and develop?
- What distinguishes an effective from an ineffective response? How can we develop a structure that gives us the best chance of successful incident management?
- How do individuals react to incidents? How can we prepare them to react better?
- What are the responsibilities of the top management team? How should the media be handled?
- What resources and facilities does the team require? Contents of an Incident management plan
- What are incident management quick wins? How are you going to implement what you have learned?

Who should attend:

- Business Continuity, Disaster Recovery, Emergency Management, and Crisis Management practitioners or responders
- Those responsible for exercising or coaching the Incident Management Team
- Auditors wanting to gain an in-depth understanding of Crisis and Incident management
- Professionals from IT DR or BCM-related domains such as Crisis and Risk

For further information please email us at info@continuityandresilience.com

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