



Crisis Leadership & Recovery: ISO 22361 Mastery



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Course Overview:

Crisis situations can threaten an organization's stability, reputation, and future. This course is designed to equip professionals with essential crisis management, response, and recovery skills, based on the ISO 22361 guidelines. Participants will learn how to develop crisis management frameworks, conduct risk assessments, and lead during emergencies. The course will prepare attendees for corporate crisis management certification, enhancing their ability to develop effective crisis response strategies and ensure business continuity.

Target Audience:

- Crisis managers and response team leaders
- Business continuity professionals
- Risk management officers
- Corporate security professionals
- Emergency response coordinators
- Senior executives and decision-makers
- Consultants specializing in crisis preparedness

Targeted Organizational Departments:

- Risk Management
- Business Continuity & Resilience
- Corporate Security & Safety
- Operations & Logistics
- Human Resources & Crisis Communication
- Compliance & Regulatory Affairs
- Emergency and Disaster Response Teams

Targeted Industries:

- Finance & Banking
- Healthcare
- Manufacturing & Supply Chain
- Technology & IT
- Energy & Utilities
- Public Sector & Government Agencies

Course Offerings:

By the end of this course, participants will be able to:

- Develop a strategic crisis management framework aligned with ISO 22361.
- Implement crisis response and recovery strategies to minimize organizational impact.
- Conduct risk assessment and mitigation planning for crisis scenarios.
- Design and execute business continuity plans.
- Improve crisis leadership competencies for effective decision-making under pressure.
- Apply best practices in crisis communication for internal and external stakeholders.
- Lead corporate crisis management certification initiatives within their organizations.

Training Methodology:

The course uses a blended learning approach, integrating case studies, crisis simulation exercises, and interactive discussions. Participants will apply ISO 22361 best practices to real-world scenarios, refine their incident management skills, and learn practical assignments in crisis leadership and resilience.

Course Toolbox:

- Crisis management frameworks based on ISO 22361 certification.
- Risk assessment and mitigation planning templates.
- Crisis response and business continuity checklists.
- Crisis leadership case studies and best practice reports.
- Crisis simulation exercises and incident response scenarios.

Course Agenda:



Day 1: Introduction to Crisis Management & ISO 22361 Foundations

- **Topic 1:** Course objectives, structure, and learning outcomes
- **Topic 2:** Overview of crisis management standards and global frameworks
- **Topic 3:** ISO 22361 principles and scope
- **Topic 4:** Key terminology and crisis management concepts
- **Topic 5:** Types of crises and organizational exposure
- **Reflection & Review:** Key concepts alignment and open discussion

Day 2: Crisis Governance, Leadership & Accountability

- **Topic 1:** Crisis leadership roles and responsibilities
- **Topic 2:** Governance structures for crisis management
- **Topic 3:** Executive decision-making during crises
- **Topic 4:** Ethical leadership and accountability under pressure
- **Topic 5:** Legal and regulatory considerations in crisis situations
- **Reflection & Review:** Leadership challenges and governance lessons

Day 3: Crisis Risk Identification & Early Warning Systems

- **Topic 1:** Strategic risk identification for crisis scenarios
- **Topic 2:** Early warning indicators and crisis signals
- **Topic 3:** Risk categorization and prioritization
- **Topic 4:** Data, intelligence, and information reliability
- **Topic 5:** Linking enterprise risk management to crisis readiness
- **Reflection & Review:** Risk mapping exercise review

Day 4: Crisis Prevention & Preparedness Planning

- **Topic 1:** Crisis prevention strategies and controls
- **Topic 2:** Preparedness planning frameworks
- **Topic 3:** Resource readiness and capability assessment
- **Topic 4:** Training, awareness, and competency development
- **Topic 5:** Integration of crisis plans with business continuity
- **Reflection & Review:** Preparedness maturity evaluation



Day 5: Crisis Response Strategy & Operational Coordination

- **Topic 1:** Crisis activation criteria and escalation protocols
- **Topic 2:** Crisis response team structure and coordination
- **Topic 3:** Command, control, and coordination mechanisms
- **Topic 4:** Time-critical decision-making during crises
- **Topic 5:** Managing operational disruptions effectively
- **Reflection & Review:** Response strategy effectiveness analysis

Day 6: Crisis Communication & Stakeholder Management

- **Topic 1:** Principles of crisis communication
- **Topic 2:** Internal communication during crisis events
- **Topic 3:** External communication and stakeholder engagement
- **Topic 4:** Media relations and public messaging
- **Topic 5:** Managing misinformation and reputational risk
- **Reflection & Review:** Communication case discussion

Day 7: Business Continuity & Organizational Resilience

- **Topic 1:** Crisis impact on critical business functions
- **Topic 2:** Business continuity strategies during crises
- **Topic 3:** Supply chain and third-party resilience
- **Topic 4:** IT systems, data, and infrastructure continuity
- **Topic 5:** Human capital resilience and workforce safety
- **Reflection & Review:** Continuity gaps and resilience lessons

Day 8: Crisis Recovery & Post-Incident Management

- **Topic 1:** Transition from response to recovery
- **Topic 2:** Short-term and long-term recovery planning
- **Topic 3:** Financial, operational, and reputational recovery
- **Topic 4:** Stakeholder reassurance and trust rebuilding
- **Topic 5:** Post-crisis performance evaluation
- **Reflection & Review:** Recovery strategy assessment



Day 9: Crisis Simulations, Exercises & Performance Testing

- **Topic 1:** Designing realistic crisis simulation scenarios
- **Topic 2:** Tabletop and functional crisis exercises
- **Topic 3:** Cross-department coordination during simulations
- **Topic 4:** Performance measurement and decision evaluation
- **Topic 5:** Identifying gaps and corrective actions
- **Reflection & Review:** Simulation debrief and improvement planning

Day 10: ISO 22361 Implementation & Continuous Improvement

- **Topic 1:** Implementing ISO 22361 within organizations
- **Topic 2:** Documentation and crisis framework alignment
- **Topic 3:** Monitoring, review, and continual improvement
- **Topic 4:** Internal audits and management reviews
- **Topic 5:** Building a long-term crisis-ready culture
- **Reflection & Review:** Final integration, lessons learned, and action plan

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No specific qualifications are required. However, a background in business continuity, risk management, security, or corporate leadership is beneficial.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session lasts 4-5 hours, totaling 20-25 hours over five days.

What makes this crisis management training unique compared to other programs?

This course is uniquely structured around ISO 22361 guidelines, emphasizing real-world crisis simulations, leadership training, and best practices in risk assessment, business resilience, and emergency response.



How This Course is Different from Other Crisis Management Courses:

Unlike traditional crisis management training, this course integrates ISO 22361 certification standards, ensuring alignment with international best practices. It focuses on real-world crisis simulation training, leadership development, and corporate crisis response strategies. Participants gain hands-on experience in crisis planning, response, and recovery, preparing them for professional crisis management certification and leadership roles within their organizations.



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Environment & Sustainability Training Courses

Finance and Accounting Training Courses

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Human Resources Training and Development Courses

IT Security Training & IT Training Courses

Leadership and Management Training Courses

Legal Training, Procurement and Contracting Courses

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Personal & Self-Development Training Courses

Quality and Operations Management Training Courses

Secretarial and Administration Training Courses



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