



*Training Course:  
Security Crisis Management and Negotiation  
Skills*

*3 - 7 February 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Security Crisis Management and Negotiation Skills

Training Course code: SC235497 From: 3 - 7 February 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5775 € Euro

### Introduction:

The significant development in various fields of contemporary life has led countries, organizations, and individuals to face a range of crises that vary in size, impact, and intensity from one sector to another and over time. Crises, in all their forms and areas, have become an undeniable reality that we must face head-on.

### Program Objectives:

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

- Manage security crises.
- Conduct security negotiations and follow up on their steps and procedures.
- Implement advanced methods for managing security crises, both preventively and remedially.
- Make decisions in crisis situations.
- Understand information systems in the context of security crises.

### Target Audience:

- Security center managers.
- Police officers.
- Police personnel.
- Private security employees.
- Anyone looking to develop their skills and expertise and who sees the need for this course.

### Outlines:

#### Day One:

- Introduction to security systems.
- Key determinants of security systems.
- Basic concepts of crises - relationships between crises and related concepts.

- Forms and types of crises.
- The importance of the topic in governmental and private administrations.

#### Day Two:

- Stages of security crisis management.
- Types of crises and analyzing their dimensions.
- Constraints and stages of dealing with crises.
- The role of information systems in supporting security decision-making.
- Scenario systems in security crisis management.

#### Day Three:

- Security crisis portfolio - sabotage, terrorism, and disasters.
- Technical guide to security crisis management systems.
- Planned and unplanned causes of security crises.
- Field examples and discussions.
- The nature of causes and crisis dimensions.
- Advanced methods and approaches for managing security crises.

#### Day Four:

- Decision-making approaches in crisis situations: preventive approaches.
- Decision-making approaches in crisis situations: remedial approaches.
- Security negotiations, their steps, and procedures.
- Crisis-specific needs and requirements, and related models.
- Confidentiality vs. transparency in information handling during security crisis management.

#### Day Five:

- Potential reasons for confidentiality regarding crisis information.
- Potential effects of information confidentiality in security crisis situations.

- Criteria for information confidentiality during security crises.
- Information systems in security crises.
- Required traits in security crisis management leaders and how to develop and enhance them.

## Registration form on the Training Course: Security Crisis Management and Negotiation Skills

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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- Please find enclosed a cheque made payable to Global Horizon
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