



*Training Course:  
Incident Management: Strategies for Rapid  
Response and Recovery*

*19 - 23 May 2025  
Madrid (Spain)  
Pestana CR7 Gran Vía*

# Training Course: Incident Management: Strategies for Rapid Response and Recovery

Training Course code: MA235800 From: 19 - 23 May 2025 Venue: Madrid (Spain) - Pestana CR7 Gran Vía Training Course Fees: 5500 € Euro

## Introduction

In today's rapidly evolving operational environments, organizations face a wide range of incidents that can disrupt business continuity, compromise security, and pose serious risks to personnel, assets, and reputation. Whether it's a cybersecurity breach, industrial accident, natural disaster, supply chain disruption, or workplace emergency, the ability to respond swiftly and effectively is crucial to minimizing impact and ensuring a structured recovery.

Incident management is the structured approach organizations use to detect, assess, respond to, mitigate, and recover from disruptions. An effective incident management strategy requires a combination of preparedness, rapid decision-making, coordinated response efforts, and post-incident evaluation to ensure continuous improvement. Organizations that implement a robust incident management framework are better equipped to reduce operational downtime, safeguard critical infrastructure, protect employees, and maintain stakeholder trust during crises.

This comprehensive five-day training program is designed to provide participants with a deep understanding of incident management principles, strategies, and best practices. The course will equip professionals with the tools needed to develop incident response frameworks, enhance communication and coordination, and ensure operational resilience across different industries. Participants will learn to navigate complex incident scenarios using structured methodologies, risk assessment techniques, crisis communication strategies, and post-incident review processes.

Through interactive case studies, hands-on exercises, and expert-led discussions, attendees will gain practical insights into real-world incidents and how effective management can prevent escalation, contain damages, and support business continuity. By the end of this program, participants will have a clear roadmap to strengthen their organization's incident management capabilities, ensuring they are well-prepared to respond to unforeseen disruptions with confidence and efficiency.

## Target Audience

- Emergency response teams
- Incident managers and coordinators
- Business continuity and risk management professionals
- Operations and security managers
- IT and cybersecurity teams
- Health and safety officers
- Senior executives responsible for crisis response

## Objectives

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

- Develop an incident management framework aligned with international best practices.
- Identify and assess risks to implement proactive incident prevention strategies.
- Implement structured incident response protocols for various types of incidents.
- Enhance communication, coordination, and decision-making during crises.
- Conduct post-incident analysis for continuous improvement and organizational resilience.

## Outlines

Day 1:

### Incident Management Foundations and Preparedness

- Overview of Incident Management: Definitions, Scope, and Importance
- Key Principles of Effective Incident Response
- Incident Management Frameworks: ISO 22320, ITIL, NIMS, and Best Practices
- Risk Identification and Threat Assessment for Incident Prevention
- Incident Classification and Prioritization Techniques
- Building an Incident Response Team IRT: Roles and Responsibilities
- Developing and Implementing an Incident Response Plan IRP
- Case Studies of Successful Incident Management

Day 2:

### Incident Detection, Assessment, and Initial Response

- Incident Detection Mechanisms: Tools and Techniques
- Early Warning Signs and Escalation Protocols
- Real-time Incident Assessment and Decision Making
- Incident Communication Strategies: Internal and External Stakeholders
- Emergency Response and First-Responder Coordination

- Incident Logging, Documentation, and Evidence Collection
- Real-World Scenarios: Initial Response Simulation

#### Day 3:

##### Incident Containment, Mitigation, and Response Execution

- Containment Strategies: Limiting Damage and Preventing Escalation
- Resource Mobilization and Deployment During Incidents
- Coordination with External Agencies: Law Enforcement, Emergency Services, and Regulators
- Business Continuity Planning BCP Integration with Incident Management
- Media Handling and Public Relations in Crisis Situations
- Practical Workshop: Incident Containment and Response Drill

#### Day 4:

##### Post-Incident Recovery, Investigation, and Reporting

- Incident Recovery Phases and Resumption of Operations
- Conducting Incident Investigations: Root Cause Analysis RCA
- Data Analysis and Forensic Investigation Techniques
- Legal and Compliance Aspects of Incident Management
- Incident Report Writing: Structure, Key Information, and Actionable Insights
- Lessons Learned and Process Improvement Initiatives
- Group Exercise: Drafting an Incident Report Based on a Case Study

#### Day 5:

##### Continuous Improvement and Organizational Resilience

- Creating a Culture of Incident Readiness and Proactive Risk Management
- Incident Management Drills, Simulations, and Tabletop Exercises
- Evaluating and Updating Incident Response Plans
- Building Resilience Through Continuous Improvement



- Leveraging Technology in Incident Management AI, Automation, and Digital Tools
- Measuring Incident Management Effectiveness: KPIs and Metrics
- Final Case Study and Action Plan Development for Participants

## Registration form on the Training Course: Incident Management: Strategies for Rapid Response and Recovery

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

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### Person Responsible for Training and Development

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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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