



*Training Course:
Advanced Crisis Management*

7 - 18 December 2025

Dubai (UAE)

Residence Inn by Marriott Sheikh Zayed Road, Dubai

Training Course: Advanced Crisis Management

Training Course code: SC236159 From: 7 - 18 December 2025 Venue: Dubai (UAE) - Residence Inn by Marriott Sheikh Zayed Road, Dubai Training Course Fees: 7700 € Euro

Introduction

In a world of increasing uncertainty and volatility, organizations must be prepared to anticipate, manage, and recover from crises that threaten people, operations, assets, and reputation. This 12-day Advanced Crisis Management program, developed by Global Horizon Training Center, provides senior professionals with strategic and operational tools to lead effectively during high-pressure events. The training integrates risk analysis, crisis communication, leadership, continuity planning, and multi-stakeholder coordination for public and private sectors.

Objectives

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

- Understand crisis typologies and their impact on organizational continuity.
- Develop and implement crisis management frameworks and response plans.
- Lead multidisciplinary crisis response teams with clarity and decisiveness.
- Design effective crisis communication strategies for stakeholders and media.
- Evaluate and improve crisis readiness through simulation and after-action reviews.
- Ensure coordination with regulatory, emergency, and governmental bodies.

Organizational Impact

- Stronger crisis readiness and risk resilience culture
- Faster and more coordinated crisis response capabilities
- Reduced business, reputational, and legal exposure
- Clear leadership and communication protocols during emergencies
- Post-crisis recovery and improvement planning

Target Audience

- Crisis Managers and Emergency Response Teams
- Risk, Safety, and Security Officers
- Public Sector Crisis Planners
- Corporate Affairs and Communication Leaders
- Business Continuity and Resilience Professionals
- Executives responsible for critical operations

Training Program Outline

Day 1: Fundamentals of Crisis and Emergency Management

- Definitions, distinctions, and crisis types
- Crisis life cycle: Prevention, Preparedness, Response, Recovery
- Characteristics of high-impact organizational crises
- Regulatory frameworks and international standards

Day 2: Crisis Leadership and Decision-Making Under Pressure

- Leadership models for crisis situations
- Cognitive biases and rapid decision-making
- Command-and-control structures vs. adaptive leadership
- Maintaining morale and authority during emergencies

Day 3: Risk Assessment and Crisis Readiness

- Threat identification and impact likelihood analysis
- Enterprise risk management ERM integration
- Vulnerability mapping and early warning systems

- Readiness maturity models

Day 4: Crisis Management Frameworks and Teams

- Roles and responsibilities of crisis management teams CMT
- Structuring the Incident Command System ICS
- Delegation of authority and escalation procedures
- Cross-functional coordination

Day 5: Crisis Communication and Media Handling

- Crisis communication strategies and timing
- Message crafting and approval workflows
- Working with media, stakeholders, and public officials
- Internal communication and rumor management

Day 6: Business Continuity and Contingency Planning

- Business Impact Analysis BIA
- Continuity strategies for people, systems, and facilities
- Contingency planning vs. continuity planning
- Integration with recovery operations

Day 7: Cybersecurity and Technological Crisis Response

- IT and data breach crisis protocols
- Ransomware and digital threats
- Coordination with IT, legal, and external vendors
- Cyber crisis communication strategies

Day 8: Legal, Ethical, and Regulatory Considerations

- Duty of care, liability, and compliance
- Crisis-related legal documentation and audit trails

- Ethical dilemmas in crisis decision-making
- Working with regulators and emergency authorities

Day 9: Stakeholder Management in a Crisis

- Identifying internal and external stakeholders
- Managing high-risk/high-interest groups
- Collaboration with partners, suppliers, and clients
- Maintaining transparency and accountability

Day 10: Simulating and Testing Crisis Response

- Tabletop exercises and live simulations
- Scenario development and injects
- Evaluation metrics and facilitator roles
- Lessons learned and capability assessments

Day 11: Post-Crisis Recovery and Reputation Rebuilding

- Return-to-normal operations planning
- Psychological recovery and staff support
- Stakeholder re-engagement and trust rebuilding
- Lessons learned workshops and documentation

Day 12: Capstone Crisis Scenario & Action Planning

- Group simulation: managing a complex crisis natural disaster, cyberattack, or industrial incident
- Participants work in teams to analyze, respond, and communicate under evolving conditions
- Final action plans, group presentations, and trainer debrief
- Wrap-up, feedback, and individual improvement roadmap

Registration form on the Training Course: Advanced Crisis Management

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

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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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