



*Training Course:
Crisis Management and Organizational
Resilience*

*20 - 24 October 2025
Amsterdam (Netherlands)*

Training Course: Crisis Management and Organizational Resilience

Training Course code: MA236231 From: 20 - 24 October 2025 Venue: Amsterdam (Netherlands) - Training Course Fees: 5500 € Euro

Introduction

In an era of increasing uncertainty, organizations face complex challenges that demand robust crisis management strategies and resilient structures. From natural disasters to cybersecurity breaches, crises can disrupt operations, damage reputations, and threaten organizational survival.

This program, designed by [Global Horizon Training Center](#), equips leaders, managers, and key decision-makers with advanced skills to identify risks, prepare comprehensive crisis response plans, and foster a resilient organizational culture. Through interactive discussions, practical exercises, and real-world case studies, participants will gain the tools needed to anticipate threats, manage crises effectively, and ensure rapid recovery while maintaining business continuity.

Objectives

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

- Understand the principles and best practices of crisis management.
- Identify potential threats and vulnerabilities that can impact the organization.
- Develop and implement effective crisis response and business continuity plans.
- Apply structured communication strategies during high-pressure situations.
- Strengthen organizational resilience to withstand and recover from disruptions.
- Foster a culture of preparedness and proactive risk management.

Course Methodology

The program uses a practical, interactive approach including:

- Expert-led presentations
- Real-world case studies
- Group problem-solving workshops
- Crisis simulation exercises
- Role-playing for communication and decision-making
- Peer-to-peer knowledge sharing

Organizational Impact

Implementing the knowledge from this program will enable organizations to:

- Reduce operational and reputational risks during crises.
- Improve coordination and decision-making under pressure.
- Ensure faster recovery and minimal downtime.
- Enhance stakeholder confidence and trust.
- Embed resilience into corporate culture and long-term strategy.

Target Audience

This program is ideal for:

- Senior executives and managers
- Risk management professionals
- Business continuity and emergency response teams
- Corporate communications managers
- Security and operations managers
- Government and NGO leaders involved in crisis response

Outlines

Day 1:

Fundamentals of Crisis Management

- Understanding the nature and types of crises
- The crisis management lifecycle: Prevention, Response, Recovery
- Distinguishing between crisis management and risk management
- Organizational vulnerabilities and threat analysis
- Case study: Lessons from major corporate crises

Day 2:

Crisis Preparedness and Planning

- Building a crisis management framework
- Developing an organizational crisis management policy
- Roles and responsibilities in a crisis management team
- Risk identification and prioritization tools
- Scenario planning and early warning systems
- Workshop: Creating a crisis risk register

Day 3:

Crisis Response and Communication

- Decision-making under pressure
- Internal and external communication strategies
- Media handling and public relations during a crisis
- Stakeholder engagement in high-stress situations
- Crisis leadership principles
- Simulation: Real-time crisis response exercise

Day 4:

Business Continuity and Organizational Resilience

- Introduction to business continuity management BCM
- Designing recovery strategies and continuity plans
- Embedding resilience into organizational culture
- Supply chain resilience and contingency planning
- Measuring organizational resilience
- Group exercise: Developing a continuity plan framework

Day 5:

Post-Crisis Recovery and Improvement

- Recovery planning and operational restart strategies
- Post-crisis review and lessons learned
- Building stronger systems to prevent future crises
- Psychological and team recovery after crises
- Creating a resilience improvement roadmap
- Final group presentation: Customized crisis and resilience plan

Registration form on the Training Course: Crisis Management and Organizational Resilience

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