



*Training Course:
Crisis Management and Emergency Response*

*29 March - 2 April 2027
Kuala Lumpur (Malaysia)*

Training Course: Crisis Management and Emergency Response

Training Course code: HE234998 From: 29 March - 2 April 2027 Venue: Kuala Lumpur (Malaysia) - Training Course Fees: 6300 € Euro

Introduction:

Crisis situations can arise in any organization at any time. Whether it's a natural disaster, a technological failure, or a security breach, it's important for organizations to be prepared to respond quickly and effectively to minimize the impact of the crisis. This training program is designed to provide participants with the knowledge and skills necessary to manage crisis situations and respond to emergencies in a timely and efficient manner.

Objectives:

- Understand the key principles of crisis management and emergency response
- Develop strategies for identifying and assessing potential risks and threats
- Create and implement a crisis management plan
- Learn how to communicate effectively during a crisis situation
- Understand the importance of ongoing training and preparedness in crisis management

Target Audience:

- Emergency Response Teams: Individuals directly involved in responding to crises and emergencies, including first responders and specialized teams.
- Safety Managers and Coordinators: Professionals responsible for planning and implementing safety protocols and emergency response strategies within an organization.
- Risk Managers: Those responsible for assessing and mitigating potential risks and ensuring preparedness for crisis situations.
- Operations Managers: Leaders who need to oversee crisis management plans and ensure their teams are prepared for emergencies.
- Security Personnel: Security officers and teams who need to manage emergency situations and coordinate safety measures during crises.
- Business Continuity Planners: Professionals focused on ensuring that business operations continue effectively during and after a crisis.
- HR Managers: Individuals responsible for employee safety and ensuring workforce readiness in the event of an emergency.
- Executives and Senior Leaders: Top-level management who need to be equipped with the skills to lead effectively during crises and make critical decisions under pressure.
- Community and Public Service Leaders: Individuals involved in managing public safety, including government officials, healthcare administrators, and community leaders.
- Consultants and Trainers in Crisis Management: Professionals who want to expand their knowledge and

improve their ability to coach others in emergency response planning.

Outlines

Day 1:

- Introduction to Crisis Management and Emergency Response
- Key principles of crisis management
- Understanding potential risks and threats
- Case studies of crisis situations

Day 2:

- Developing a crisis management plan
- Assessing resources and capabilities
- Conducting a risk assessment
- Creating an emergency response team

Day 3:

- Communication during a crisis
- Crisis communication strategies
- Dealing with the media
- Managing public perception

Day 4:

- Crisis simulation exercises
- Testing the crisis management plan
- Evaluating the effectiveness of the plan
- Post-crisis analysis and review

Day 5:

- Ongoing training and preparedness
- Developing a training program
- Conducting drills and exercises
- Implementing continuous improvement initiatives
- Course evaluation and feedback

Registration form on the Training Course: Crisis Management and Emergency Response

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

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