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HEALTH SAFETY AND ENVIRONMENT | HSE-004

Emergency Response and Crisis Management: Preparing for the Unexpected

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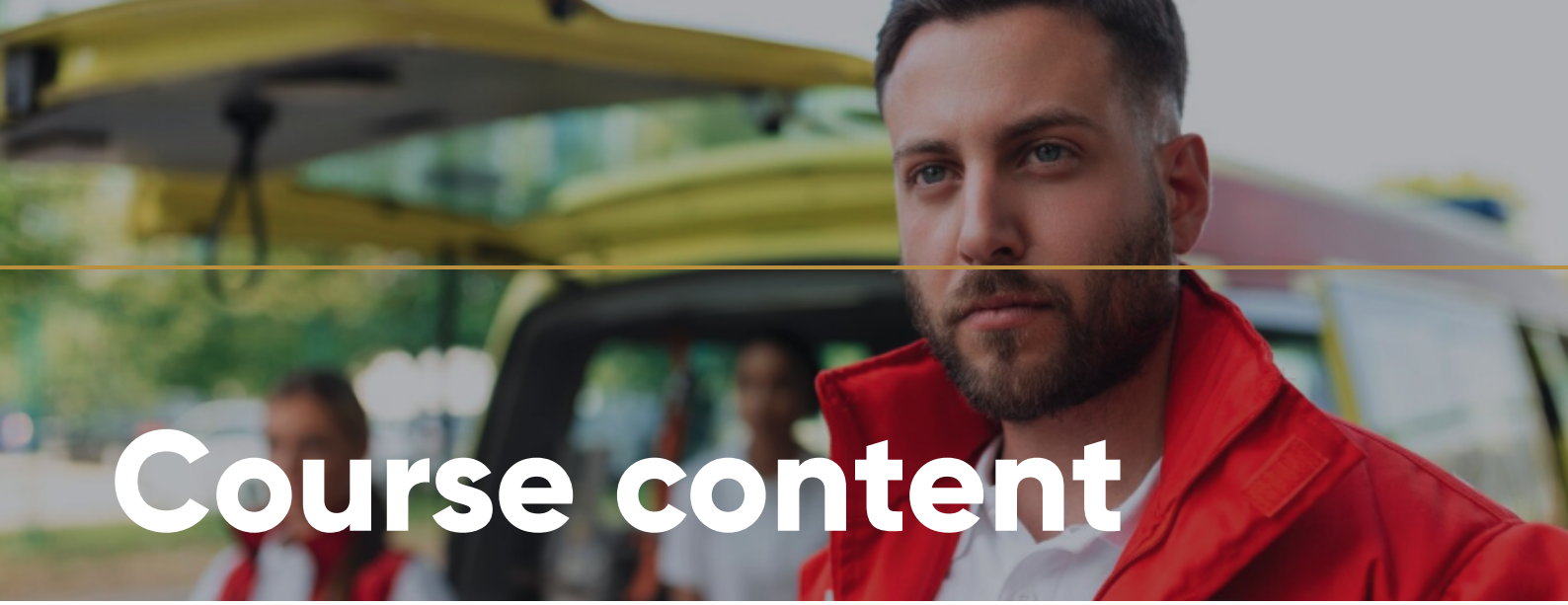


Course content

Why Attend

Emergencies and crises can occur at any time, and being prepared is critical to minimizing damage, ensuring safety, and maintaining business continuity. This course equips participants with the knowledge and skills to develop effective emergency response plans, manage crises, and lead teams during high-pressure situations. By attending, you will learn how to prepare for, respond to, and recover from unexpected events.

Course Methodology

This course is highly interactive and practical, featuring:

- Lectures : Expert-led sessions on emergency response and crisis management principles.
- Case Studies : Real-world examples of successful and unsuccessful crisis management.
- Simulations : Role-playing exercises to practice emergency response scenarios.
- Group Discussions : Collaborative activities to share ideas and experiences.
- Assessments : Quizzes and exercises to reinforce learning.

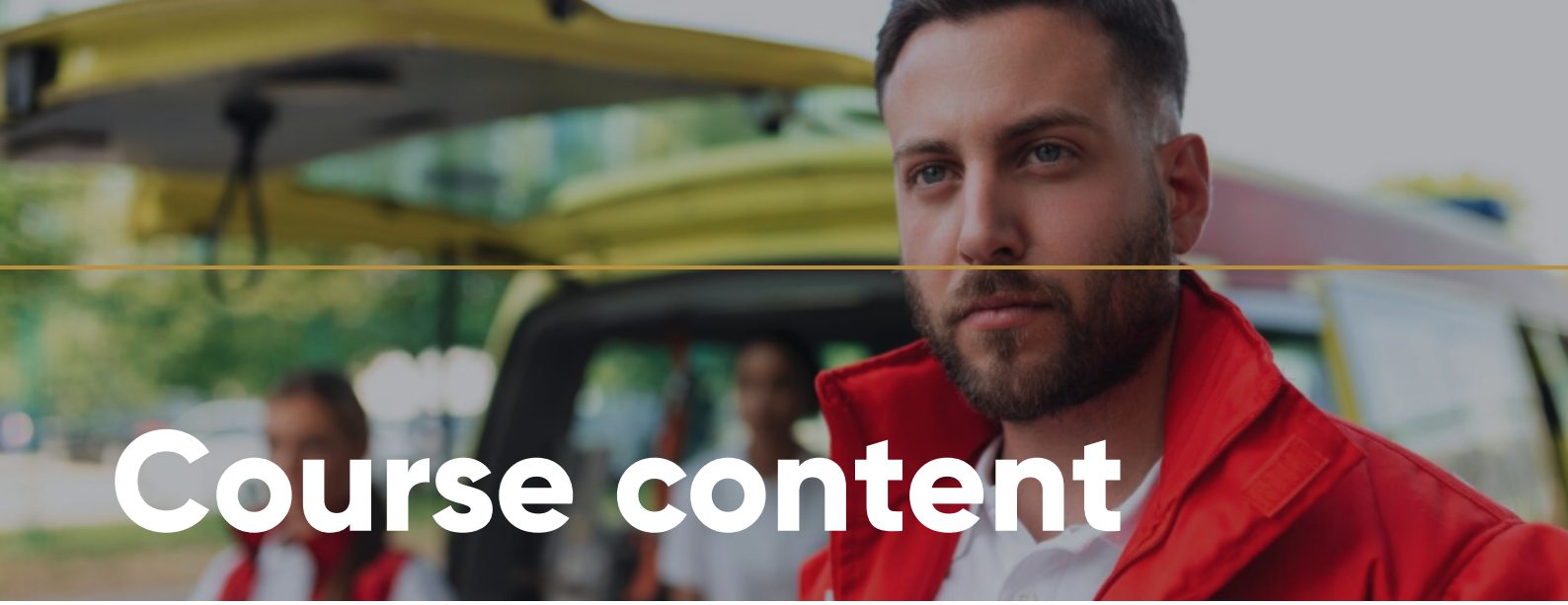
Course Objectives

By the end of this course, participants will:

- Understand the principles of emergency response and crisis management.
- Learn to develop and implement emergency response plans.
- Develop skills to lead and coordinate teams during a crisis.
- Gain knowledge of communication strategies for crisis situations.
- Create a recovery plan to restore normal operations after a crisis.

Target Audience

This course is ideal for:



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Target Audience

• Emergency response coordinators and crisis management teams.

• Business continuity and risk management professionals.

• Managers and supervisors responsible for workplace safety.

• HR professionals involved in employee safety and well-being.

• Anyone interested in improving their organization's preparedness for emergencies.

Target Competencies

Participants will develop the following competencies:

• Emergency Planning : Developing and implementing emergency response plans.

• Crisis Leadership : Leading teams and making decisions under pressure.

• Communication Skills : Delivering clear and timely information during a crisis.

• Risk Assessment : Identifying potential crises and their impacts.

• Recovery Planning : Restoring operations and learning from crises.

Course outline

Day 1: Introduction to Emergency Response and Crisis Management

• What is crisis management? Key concepts and importance.

• Types of emergencies: Natural disasters, technological failures, and human-made crises.

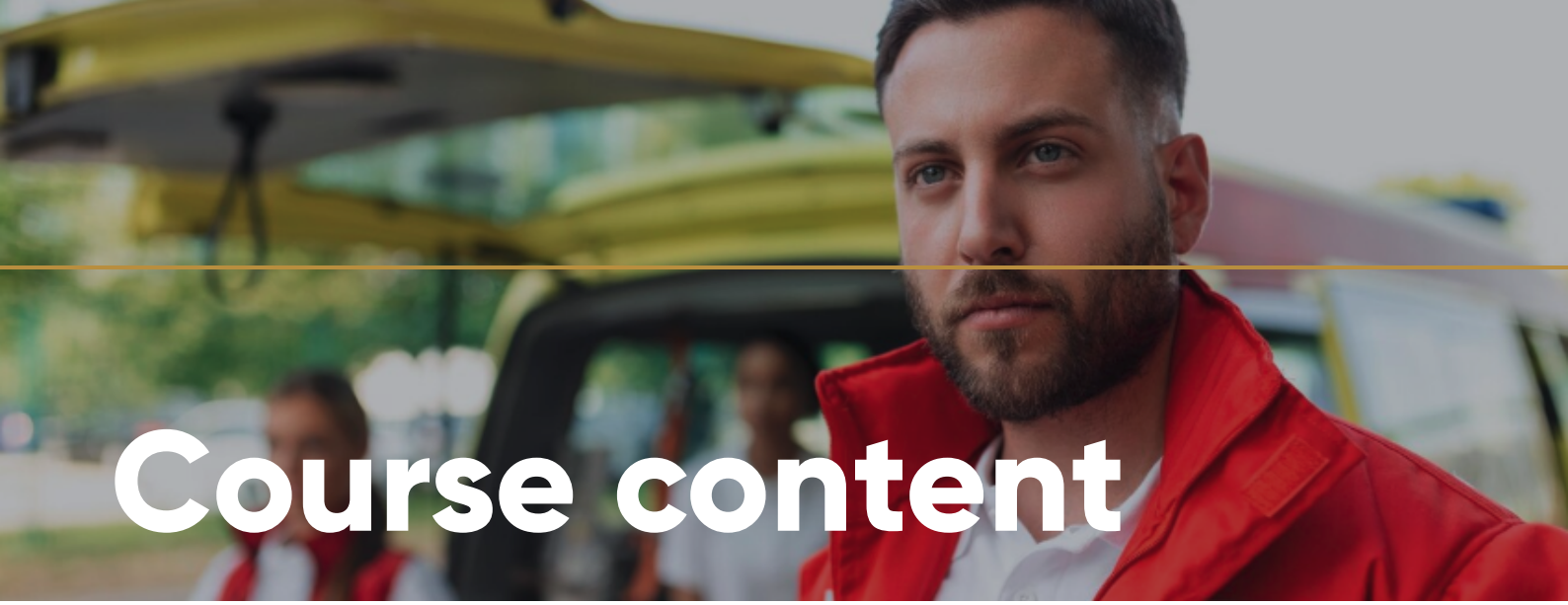
• The crisis management lifecycle: Preparedness, response, recovery, and mitigation.

• Activity: Group discussion on potential crises in your organization.

Day 2: Developing Emergency Response Plans

• Key components of an emergency response plan.

• Identifying risks and vulnerabilities.



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Course outline

• Assigning roles and responsibilities within the crisis management team.

• Activity: Drafting an emergency response plan outline.

Day 3: Crisis Communication and Coordination

• Principles of effective crisis communication.

• Communicating with internal and external stakeholders.

• Managing media relations during a crisis.

• Activity: Simulating a press conference or stakeholder update.

Day 4: Leading During a Crisis

• Decision-making under pressure: Strategies for effective leadership.

• Coordinating response efforts across teams and departments.

• Managing stress and maintaining team morale.

• Activity: Role-playing a crisis scenario and leading a response team.

Day 5: Recovery and Continuous Improvement

• Developing a recovery plan: Restoring operations and supporting affected stakeholders.

• Conducting post-crisis evaluations and identifying lessons learned.

• Updating emergency response plans based on feedback and new risks.

• Course wrap-up: Key takeaways and action plans for continued improvement.

Additional Notes :

• Each day includes breaks and time for Q&A.

• Participants will receive a workbook with templates, checklists, and resources.

• A certificate of completion will be awarded at the end of the course.

Seminar dates

Available seminar dates

Live dates and pricing for Emergency Response and Crisis Management: Preparing for the Unexpected generated from the course details page.

Date	Location	Format	Fee
13 - 17 July 2026	Vienna - Austria	Classroom	**€4,250.-**
17 - 21 August 2026	Barcelona - Spain	Classroom	**€3,850.-**
21 - 25 September 2026	Paris - France	Classroom	**€4,500.-**
19 - 23 October 2026	Frankfurt - Germany	Classroom	**€3,250.-**
2 - 6 November 2026	Barcelona - Spain	Classroom	**€3,850.-**
21 - 25 December 2026	Frankfurt - Germany	Classroom	**€3,250.-**

Live online option	Online delivery is available at €1,850.-.