

SS01

INCIDENT RESPONSE & CRISIS MANAGEMENT COURSE

2 Days

Conducted by:



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COURSE OVERVIEW

Crises and incidents may happen at any moment without warning. To ensure that the business is able to function without disruptions, crisis and incident response management is fundamental to your Business Continuity Plan (BCP).

This 2-days course will provide an overview of the crisis management process and will also highlight on crisis communications such as media handling tactics. A highly interactive and practical course that draws on simulation exercises, case studies and role-plays to expand on learning points.

At the end of this course, you will be able to:

- Understand the principles, strategies and techniques for Incident Response and Crisis Management
- Explain the crisis management process
- Develop the knowledge and skills necessary for implementing an effective structure and processes for responding to and managing incidents and crises

COURSE OBJECTIVES

COURSE OUTLINE

- Discuss and explore the concepts, principles of Incident & Crisis Management (ICMP) and the processes involved
- Identify the tools & techniques that can be applied in anticipating and assessing incidents
- Identify the key activities and roles & responsibilities required for effective Incident & Crisis Management (ICMP)
- Identify escalation and activation policy
- Develop an incident response structure (as introduced in the Design stage of the Business Continuity Management Lifecycle), procedures and required resources
- Administer a crisis management capability in the organization including writing the crisis management plan and the crisis communication procedure

Fees

	Before SST	After SST
Early Bird Fee*	RM 4,500	RM 4,860
Course Fee	RM 5,100	RM 5,508

*Register 4 weeks before the course start date

Course Audience

- Ideally suited to Crisis Management Team members, BCM/Risk Management team members and individuals who are assigned to draft the Crisis Management Plan/ Crisis Communication Plan.
- Those responsible for managing incidents at a strategic & tactical level are also encouraged to attend this course