



PB INSTITUTE OF RESEARCH AND TECHNOLOGY

P.O Box 21457-00100

Nairobi - Kenya

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Crisis Management And Business Continuity Planning Training

Duration: 10 days

On-Site

01 Who Should Attend

- This course is ideal for;
- Business continuity managers
- Crisis management professionals
- Risk managers
- IT managers
- Operations managers
- Emergency response coordinators
- Security managers
- HR managers
- Facility managers
- Project managers
- Compliance officers
- Legal professionals
- Senior executives
- Public relations professionals
- Students of business continuity and crisis management



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02 About the Course

Crisis Management and Business Continuity Planning equips professionals with the methodologies to anticipate, respond to, and recover from disruptive events. This course focuses on analyzing potential threats, developing comprehensive crisis communication strategies, and implementing robust business continuity plans. Participants will learn to conduct risk assessments, create incident response frameworks, and understand the intricacies of disaster recovery and resilience. By mastering crisis management and business continuity, professionals can minimize operational disruptions, protect organizational reputation, and ensure the swift resumption of critical functions.

The increasing frequency and severity of global disruptions necessitate a comprehensive understanding of crisis management and business continuity. This course delves into the nuances of scenario planning, stakeholder communication, and technological resilience, empowering participants to develop and implement tailored contingency strategies. By integrating strategic planning with practical response techniques, this program enables individuals to lead organizational resilience efforts and contribute to the creation of a prepared and adaptable enterprise.



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03 Workshop Objectives

- Understand the principles and importance of crisis management and business continuity planning.
- Implement techniques for conducting comprehensive risk assessments and impact analyses.
- Understand the role of leadership in crisis management and business continuity.
- Implement techniques for developing and communicating crisis communication plans.
- Understand the principles of incident response and emergency management.
- Implement techniques for creating and testing business continuity and disaster recovery plans.
- Understand the role of technology in crisis management and business continuity.
- Implement techniques for managing supply chain disruptions and third-party risks.
- Understand the principles of stakeholder engagement and communication during a crisis.
- Implement techniques for conducting post-incident reviews and lessons learned.
- Understand the legal and regulatory requirements related to crisis management and business continuity.
- Understand the challenges and opportunities of implementing plans in diverse organizational settings.
- Develop strategies for continuous improvement and resilience in crisis management and business continuity.

04 Module Topics

Module 1: Foundations of Crisis Management and Business Continuity

- Principles and importance of crisis management and business continuity planning.
- Understanding the relationship between risk, crisis, and business continuity.
- Benefits of proactive planning and preparedness.
- Historical context and evolution of crisis management.

Module 2: Risk Assessments and Impact Analysis



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- Techniques for conducting comprehensive risk assessments and impact analyses.
- Implementing threat identification and vulnerability assessments.
- Utilizing business impact analysis (BIA) methodologies.
- Managing risk assessment processes.

Module 3: Leadership in Crisis Management and Business Continuity

- Role of leadership in crisis management and business continuity.
- Implementing leadership communication and decision-making strategies.
- Utilizing leadership engagement and accountability.
- Managing leadership in crisis.

Module 4: Crisis Communication Plans

- Techniques for developing and communicating crisis communication plans.
- Implementing communication strategies for internal and external stakeholders.
- Utilizing social media and digital communication tools.
- Managing communication during crisis.

Module 5: Incident Response and Emergency Management

- Principles of incident response and emergency management.
- Implementing incident command systems and response protocols.
- Utilizing emergency notification and alert systems.
- Managing incident response.

Module 6: Business Continuity and Disaster Recovery Plans

- Techniques for creating and testing business continuity and disaster recovery plans.
- Implementing recovery strategies for critical business functions.
- Utilizing backup and recovery technologies.
- Managing plan development and testing.

Module 7: Technology in Crisis Management and Business Continuity



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- Role of technology in crisis management and business continuity.
- Implementing IT disaster recovery and data backup solutions.
- Utilizing communication and collaboration platforms.
- Managing technology resilience.

Module 8: Supply Chain Disruptions and Third-Party Risks

- Techniques for managing supply chain disruptions and third-party risks.
- Implementing supply chain resilience and contingency planning.
- Utilizing vendor risk assessments and management.
- Managing supply chain risks.

Module 9: Stakeholder Engagement and Communication

- Principles of stakeholder engagement and communication during a crisis.
- Implementing stakeholder communication strategies and protocols.
- Utilizing stakeholder feedback and communication channels.
- Managing stakeholder communication.

Module 10: Post-Incident Reviews and Lessons Learned

- Techniques for conducting post-incident reviews and lessons learned.
- Implementing incident debriefing and analysis.
- Utilizing feedback mechanisms and performance metrics.
- Managing post-incident reviews.

Module 11: Legal and Regulatory Requirements

- Legal and regulatory requirements related to crisis management and business continuity.
- Implementing compliance with applicable laws and regulations.
- Utilizing legal registers and compliance monitoring.
- Managing legal requirements.

Module 12: Implementation Challenges in Diverse Settings



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- Challenges and opportunities of implementing plans in diverse organizational settings.
- Implementing crisis management solutions in different organizational cultures and domains.
- Utilizing implementation strategies in multinational and global operations.
- Managing implementation in diverse contexts.

Module 13: Continuous Improvement and Resilience

- Strategies for continuous improvement and resilience in crisis management and business continuity.
- Implementing performance measurement and reporting systems.
- Utilizing feedback mechanisms and adaptation strategies.
- Managing system improvement.

Module 14: Case Studies: Crisis Management and Business Continuity

- Analyzing real-world examples of crisis management and business continuity.
- Highlighting best practices and innovative solutions.
- Documenting project outcomes and impact.
- Industry and crisis management expert testimonials.

Module 15: The Future of Crisis Management and Business Continuity

- Exploring emerging trends and technologies in crisis management.
- Integrating AI, machine learning, and data analytics.
- Adapting to evolving threat landscapes and technological advancements.
- Building resilient and proactive crisis management ecosystems.