



## COURSE DETAILS

### Learning Content Summary

- Crisis Management BestPractice
- Risk Assessment Process
- Crisis Management Infrastructure (Management and Operational Levels)
- Command and Control
- Crisis Communication
- Dissemination and Information
- Redundancy and Back-Up
- Crisis Development Timeline
- Likely Scenario Planning and Advice (*Earthquake, Pandemic, Terrorism*)
- Dealing with Evolving Threats.
- Reputation management.

### Course Levels

- Focused Awareness - 6 Days

### Pre Requisites

- None

### Course Delivery

- English and Thai
- Delivered onsite

SGS protected properties qualify for discounts. Email [training@sgsphuket.com](mailto:training@sgsphuket.com) for more information.

## CRISIS MANAGEMENT

This course outlines the process by which your organisation should be able to deal with major events that can cause damage or harm either to your staff, your customers or the public in general. It covers the common elements in a crisis, looking at actual threats, the element of surprise, the impact on decision making time and crucially highlights the need for flexibility, and change.

We also highlight how important it is to manage threats before, during and after they occur, and how to identify, assess, and cope with a variety of situations from the moment they occur, to their conclusion.

Our Crisis Management programme allows delegates to identify their responsibilities, and create processes to help achieve common goals from Prevention, to Handling through to Crisis Termination.

From this course, your team will be expertly prepared for all manner of crisis situations and can ensure a rapid, and effective response to them.



## TRAINING CENTRE

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