



# Institute for Capacity Development (ICD)

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## Crisis Management

### Course Objectives

On completion of the course, participants should be able to:

- Assign people to an appropriate crisis team role
- Conduct a crisis audit
- Establish the means for business continuity
- Determine how to manage incidents
- Help teams recover from a crisis
- Apply the crisis management process

### Target Groups

- HR Managers
- Crisis Response Team
- Welfare Officers
- Safety Officers
- Administrators

### Course Outline

- General Management Principles and Skills
- What is Crisis Management?
- Types of Crises
- What is and is Not a Crisis; Why the Distinction is Important
- Outcomes from this Class
- Preparing for a Crisis
- Managing a Crisis
- The Crisis Management Team
- Creating the Team
- Conducting the Crisis Audit
- Why Audit?
- Using a Risk Matrix
- Performing a Risk Level Analysis
- Developing a Response Process
- Incident Management Techniques
- Responding to Incidents
- External Sources for Assistance

- Documenting Incidents
- Investigating Incidents
- Types of Decisions
- Establishing an Emergency Operations Center
- Dealing with the Media
- Who is In Charge?
- Conduct Situation Analysis
- Who Needs to Know What, When
- Building Business Continuity and Recovery
- Essential Crisis Plan Elements
- Recovering and Moving On
- Initial Adjustments
- Post-Crisis Evaluation
- Action Planning

Dates: 24<sup>th</sup> – 28<sup>th</sup> January 2022

Duration: 1 Week

Course Costs: US\$2550/delegate

Venue: Kigali, Rwanda