Certified Lead Crisis Manager Training

Duration: **4 Day**

BILGINC IT Academy
info@bilginc.com
bilginc.com

The Certified Lead Crisis Manager course develops the knowledge and practical capabilities required to establish, maintain and continually improve an organisation's crisis management capability. Based on the guidance of **ISO 22361**, the course provides a structured approach to anticipating, preparing for, responding to and recovering from crises that may affect organisational operations, reputation or strategic objectives.

Across four instructor-led days, participants examine the principles, frameworks and practical approaches that support effective crisis management. Practical examples, scenario-based activities and interactive discussions help learners build confidence in supporting organisational decision-making under pressure while improving overall preparedness and resilience.

Successful completion of the course prepares participants for the**PECB Lead Crisis Manager** certification examination and supports the development of skills required to lead crisis management initiatives across a broad range of organisational environments.

Prerequisites

Participants should have:

- A basic understanding of crisis management concepts and principles
- Foundational knowledge of crisis management frameworks, processes and governance structures
- Familiarity with risk management, business continuity, resilience or emergency management concepts is beneficial
- An interest in improving organisational preparedness and response capability

Who Should Attend

This course is particularly suitable for:

- Individuals responsible for establishing or delivering crisis management capabilities within an organisation
- Professionals involved in implementing crisis management plans, processes and structures
- Crisis leaders, decision-makers and senior managers involved in crisis response
- Members of crisis management teams and emergency response teams
- Security consultants and resilience advisers supporting crisis preparedness and response
- Professionals looking to build or advance a career in crisis management
- Individuals who want a detailed understanding of ISO 22361 guidance for crisis management

Certified Lead Crisis Manager Training

Duration: **4 Day**

BILGINC IT Academy
info@bilginc.com
bilginc.com

What You Will Learn

By the end of the course, participants will be able to:

- Explain the core concepts and principles of crisis management in line with ISO 22361
- Establish, maintain and continually improve a crisis management framework
- Develop leadership, governance, competence and organisational structures that support effective crisis management
- Anticipate, assess and prepare for potential crises and disruption scenarios
- Implement practices designed to reduce the impact of crises on organisational operations and stakeholders
- Coordinate crisis response and recovery activities effectively
- Evaluate crisis management performance and identify opportunities for improvement
- Apply recognised good practices to strengthen organisational crisis management capability

Training Outline

Module 1 – Introduction to ISO 22361 and Crisis Management

Develop an understanding of the core principles of crisis management and the guidance provided by ISO 22361.

- Key crisis management concepts and terminology
- Introduction to ISO 22361 guidance
- The role of crisis management within organisational resilience
- Characteristics of crises and key lifecycle stages
- Governance, leadership and accountability
- Benefits of establishing a structured crisis management capability

Module 2 – Understanding Crisis Environments and Organisational Context

Explore the internal and external factors that influence crisis planning and decision-making.

- Internal and external organisational context
- Stakeholder expectations and communication requirements
- Emerging threats and potential disruption scenarios
- Regulatory and governance considerations
- Principles of risk-informed decision-making
- Organisational culture and crisis readiness

Module 3 – Establishing the Crisis Management Framework

Learn how to design and maintain a crisis management capability that supports effective decision-making and coordination.

- Crisis management governance structures
- Defining roles, responsibilities and authorities
- Crisis management policies and procedures
- Developing crisis management teams
- Building leadership competence and capability

BILGINC IT Academy

info@bilginc.com

bilginc.com

- Resource planning and preparedness

Module 4 – Crisis Anticipation and Preparedness

Develop the ability to identify potential crises and prepare the organisation to respond effectively.

- Threat identification and environmental scanning
- Approaches to crisis risk assessment
- Scenario planning techniques
- Crisis preparedness planning
- Escalation criteria and activation procedures
- Readiness assessments and capability reviews

Module 5 – Crisis Prevention and Mitigation

Examine strategies that can reduce either the likelihood or potential impact of crisis events.

- Preventive controls and mitigation strategies
- Strengthening organisational resilience
- Risk reduction planning
- Protecting critical services and operations
- Stakeholder engagement and awareness
- Monitoring indicators and early-warning mechanisms

Module 6 – Crisis Response Management

Explore how crisis response activities can be managed and coordinated during fast-moving and high-pressure situations.

- Core principles of crisis response
- Decision-making under pressure
- Command, control and coordination structures
- Information management and situational awareness
- Crisis communication and stakeholder engagement
- Supporting executive leadership during crisis situations

Module 7 – Crisis Recovery and Organisational Learning

Understand how organisations recover from crises and use lessons learned to strengthen future performance.

- Recovery planning and coordination
- Priorities for restoring business operations
- Post-crisis reviews and evaluations
- Lessons learned processes
- Corrective and preventive actions
- Strengthening future preparedness

Module 8 – Practical Exercises and Application

Apply crisis management concepts through realistic incident and major-incident scenarios supported by facilitated activities.

BILGINC IT Academy

info@bilginc.com

bilginc.com

- Scenario-based crisis simulations
- Crisis leadership exercises
- Decision-making workshops
- Crisis communication activities
- Response and recovery planning exercises
- Group discussions and peer-learning activities

Exams and Assessments

The course includes practical exercises, quizzes, scenario-based activities and facilitated discussions designed to reinforce learning and support certification preparation.

The **PECB Lead Crisis Manager** examination is taken after the course and assesses participants across four main competency areas:

- Crisis management principles
- Implementation of the crisis management framework
- Preparedness activities
- Response and recovery practices

For candidates attending through a PECB Partner, the course fee includes:

- The first examination attempt
- One free examination retake
- The certification application fee
- The first year of the Annual Maintenance Fee

All certification activities must be completed within **12 months of the course completion date**.

Hands-On Learning

The programme provides extensive practical learning through realistic crisis management scenarios and interactive exercises.

Hands-on activities include:

- Crisis management framework design exercises
- Crisis anticipation and risk assessment activities
- Scenario planning workshops
- Crisis response simulations
- Decision-making and leadership exercises
- Crisis communication planning
- Recovery planning exercises
- Lessons learned and continual improvement workshops