Certified Lead Crisis Manager Training

Duration: **4 Day**

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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

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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

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- 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.

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- 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