

# CRISIS & BUSINESS CONTINUITY MANAGEMENT MASTERCLASS

18-22 June 2012

£2450\* plus VAT  
includes 5 nights full board  
accommodation

Location: Thames Valley, UK

This highly participatory programme is designed to enhance attendee's organisational capability to prepare for, and manage a crisis, and to understand how effective business continuity planning can improve organisational resilience. The course will focus on developing an understanding of corporate risk and address the foundations for effective crisis management planning and response. It will enable delegates to develop their skills to be better able to contribute effectively to their corporate crisis management arrangements. For those delegates whose organisations already have crisis management mechanisms in place, the course will offer an opportunity for experienced managers to confirm and practice their skills, and benchmark them against best practice. It will also provide an overview of the planning, processes and resources necessary to create, develop and maintain a corporate-wide business continuity system in accordance with the Business Continuity, British Standard. (BS 25999). The course will include a one-day desktop exercise designed to provide a realistic context in which delegates can apply their continuity management skills learned on the course. The exercise will be based around a series of crisis events which may confront an organisation, and that will test delegates' abilities to respond appropriately, balancing the needs of the company and its stakeholders whilst ensuring that corporate interests remain paramount. The core content addresses the competencies required within the Business Continuity Institute.

*The Course is delivered by former Heads of Crisis and Business Continuity Management of two of the UK's FTSE 100 Companies. Aimed at managers with responsibility for, or involvement in risk, crisis and business continuity planning and management.*

## CONTENT

**Understanding Risk & Risk Assessment • Current Business Continuity Legislation • Codes of Practice & Standards • Determining Strategic Business Continuity Management • Understanding the Organisation • Business Impact Analysis & Setting Objectives • Determining BCM Strategies • Crisis Management Structures & the Crisis Management Team • Equipping & Managing the Crisis Management Centre • Planning, Exercising & Debriefing • Reviewing & Maintaining Plans • Embedding BCM in the Organisation • Practical Preparation of a Crisis Management Plan • One-Day Contingency Management Exercise**

### **Risk Management**

Understanding the nature of risk and the risk management process - organisational risk registers and methods - understanding the compilation and prioritisation of risk in a logical format. The relationship between risk management, crisis management and business continuity planning.

### **Crisis Management**

The difference between crisis management and emergency management; the contribution by specialist managers (security, HR and others) to crisis management planning and coordination; creating a crisis management response; crisis management team roles and responsibilities; equipping and managing a crisis management centre; crisis audiences and communication.

### **Business Continuity Management**

Understanding the business critical products, activities and processes; embedding BCM in the Organisation; BCM strategic deliverables; BCM models and strategies; BC planning processes; business impact analysis; exercising, maintaining and auditing business continuity plans; quality assurance; developing responses; risk assessments; gap analysis; strategic reviews and strategic planning teams; business continuity planning structure; recovery solutions; corporate issues; good practice evaluation; current BC legislation and codes of practice and standards

### **Contingency Management Exercise**

This exercise provides a context in which delegates' assimilation of the skills learned can be practiced and verified. Delegates will be required to structure and plan operations and respond appropriately to a range of crises, issues and incidents.

***\*Non-residential fee available on request***

[Click here](#) to register. For further information please contact:

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