Incident Command System (ICS) for Organizations Training Course

Professional Development Training Course Outline

Category	Risk Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The Incident Command System (ICS) is the globally recognized, standardized management framework designed for all types of emergencies, from minor operational disruptions to major crises and disasters. In today's volatile business environment, organizational resilience and effective crisis management are non-negotiable strategic imperatives. Incident Command System (ICS) for Organizations Training Course addresses the critical need for a unified, scalable, and modular response structure within any organization public or private to safeguard personnel, assets, and reputation. By providing a common operating picture and clear command and control structures, ICS eliminates the chaos often associated with high-pressure events, ensuring accountability and the efficient allocation of resources. This is more than an emergency tool; it is a business continuity enhancer, providing a rigorous methodology to maintain critical functions even under duress.

The program's focus is on adapting the proven principles of ICS including Unity of Command, Management by Objectives, and effective span of control into a non-traditional setting beyond first responders, specifically tailored for corporate incident response, operational technology (OT) incidents, and IT service management (ITSM). Participants will gain practical expertise in establishing an Incident Management Team (IMT), developing a robust Incident Action Plan (IAP), and ensuring seamless inter-agency cooperation and stakeholder communication. The final outcome is a significant enhancement of the organization's overall preparedness and operational resilience, leading to faster incident resolution and minimal business disruption.

Programme Curriculum

Incident Command System (ICS) for Organizations Training Course

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Course Duration

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Course Objectives

1. Implement and sustain the core ICS principles and structure for all-hazards incident management.
2. Establish Unity of Command and Unified Command structures for effective multi-agency coordination.
3. Develop a robust Incident Action Plan (IAP) using the Planning 'P' methodology for diverse scenarios.
4. Master resource management and logistics coordination during rapidly expanding incidents.
5. Apply Management by Objectives to prioritize response efforts for life safety, incident stabilization, and property preservation.
6. Define and execute the roles and responsibilities of the Command Staff and General Staff for effective delegation and accountability.
7. Enhance internal and external crisis communication protocols, including effective Public Information Officer (PIO) duties and media relations.
8. Integrate the organizational Incident Management Team (IMT) with the Emergency Operations Center (EOC) for centralized strategic direction.
9. Conduct thorough incident assessment and effective transfer of command procedures.
10. Adapt the scalable and modular ICS structure to manage both small-scale operational incidents and large-scale business continuity events.
11. Apply ICS methodology to specialized areas such as cyber incident response and supply chain disruption.
12. Facilitate the crucial processes of demobilization, transfer of knowledge, and post-incident review for continual improvement.
13. Strengthen organizational operational resilience and reduce mean time to resolution (MTTR) for critical incidents.

Target Audience

1. Executives and Senior Leadership.
2. Emergency Response Team (ERT) Members.

3. Department/Section Managers
4. Security and Risk Management Professionals.
5. Business Continuity & Disaster Recovery Planners.
6. IT Service Management (ITSM) and Cyber Incident Responders.
7. Public Relations/Communications Staff
8. Facility and Operations Managers.

Course Modules

Module 1: Foundational ICS Principles and Organization

- Common Terminology, Unity of Command, Management by Objectives.
- Modular Organization, Manageable Span of Control, Incident Facilities.
- Organizational Structure
- ICS Forms & Documentation.
- Case Study: Analysis of a major product recall scenario where an existing linear business structure failed, contrasted with how a properly scaled ICS structure would have enabled rapid cross-functional coordination.

Module 2: Command and Control

- Incident Commander (IC) Role.
- Transfer of Command.
- Unified Command.
- Safety and Information Management
- Case Study: Simulating an active shooter/workplace violence incident requiring the company IC to establish Unified Command with external law enforcement and fire/EMS.

Module 3: Incident Action Planning (The Planning 'P')

- Initial Incident Assessment and Objectives.
- Planning Meeting Cycle
- Strategy and Tactics.
- IAP Development.
- Case Study: Developing an IAP for a major utility service disruption impacting a data center, focusing on objectives for power restoration, data integrity, and customer notification.

Module 4: Operations and Planning Sections

- Operations Section Chief.
- Establishing Divisions and Groups.
- Planning Section Chief.
- Documentation Unit.
- Case Study: Tracking the resource deployment and incident progression for a warehouse fire from initial response through containment.

Module 5: Logistics and Finance/Administration Sections

- Logistics Section Chief
- Supply Chain Resilience.
- Finance/Administration Section Chief.
- Procurement and Cost Recovery.

- Case Study: Managing the surge in logistical requirements and initial expenditure tracking for employees displaced by a regional natural disaster

Module 6: ICS for Corporate & Cyber Incidents

- Adaptation of ICS
- Cyber Incident Response.
- Information Flow.
- Metrics and Post-Incident Analysis.
- Case Study: Applying the ICS framework to a major data breach incident, focusing on legal/regulatory liaison and forensic investigation as key operational functions.

Module 7: Coordination and External Interfaces

- EOC/IMT Interface
- Multi-Agency Coordination (MAC) Systems.
- Liaison Officer Role.
- Interoperable Communications.
- Case Study: Coordinating the response to a chemical spill that affects the local community, requiring seamless communication and shared objectives between the company, local fire department, and environmental agencies.

Module 8: Preparedness, Training, and Continuous Improvement

- Training and Qualification.
- Exercise Design.
- Demobilization and Closeout.
- Continuous Improvement.
- Case Study: Reviewing an AAR from a major past event to identify structural weaknesses and propose specific ICS implementations for future risk mitigation.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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