Organizational Resilience and Crisis Management Integration 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

In today's Volatile, Uncertain, Complex, and Ambiguous (VUCA) world, disruption is not an anomaly it's a constant. The capacity of an organization to not only survive but also thrive amidst shocks ranging from cybersecurity breaches and supply chain failures to global pandemics and geopolitical instability is defined as Organizational Resilience (OR). Traditional Crisis Management (CM) focuses on immediate response and containment. However, a truly future-proof enterprise requires a synergistic approach where CM is not a standalone function, but an integrated component of a broader OR strategy. This course moves beyond reactive "firefighting" to instill a proactive, adaptive capacity by integrating core disciplines like Business Continuity (BC), Risk Management (RM), and emergency response into a unified, strategic framework. Graduates will be equipped to transform potential threats into opportunities for strategic growth and competitive advantage, safeguarding stakeholder trust and ensuring operational integrity.

Organizational Resilience and Crisis Management Integration Training Course is designed to empower leaders and practitioners with the advanced skills to conceptualize, design, and implement an integrated Organizational Resilience Framework. We shift the paradigm from siloed planning to holistic risk intelligence and systemic preparedness. Participants will master the methodologies for conducting effective Business Impact Analysis (BIA), developing agile crisis communication strategies, and leveraging digital transformation tools for real-time risk sensing and response. The emphasis is on building a resilient culture where leadership commitment, continuous learning, and adaptive governance are the cornerstones of long-term sustainability. By successfully integrating Crisis Management and Organizational Resilience, your organization will elevate its ability to make rapid, ethical decisions under pressure, protect its brand reputation, and achieve superior post-crisis recovery and strategic transformation.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Develop and champion an Integrated Organizational Resilience (OR) Framework compliant with global standards like ISO 22301 and BS 65000.
2. Master Systemic Risk Management techniques to anticipate, identify, and mitigate Emerging Threats and interconnected vulnerabilities across the value chain.
3. Design and implement a robust Business Continuity Management System (BCMS) that ensures Operational Resilience and minimal downtime during disruption.
4. Cultivate Adaptive Governance and a Resilient Leadership mindset for decisive, ethical decision-making under high-pressure crisis scenarios.
5. Establish a multi-disciplinary Crisis Command Structure and Incident Response protocols with clearly defined roles and responsibilities.
6. Execute an in-depth Business Impact Analysis (BIA) and Threat Modeling to prioritize critical functions, recovery time objectives (RTOs), and recovery point objectives (RPOs).
7. Formulate and practice Agile Crisis Communication strategies to effectively manage internal and external Stakeholder Trust and safeguard Brand Reputation.
8. Integrate Cyber Resilience and Information Security Management into the broader OR strategy to combat sophisticated cyber threats.
9. Plan and conduct realistic Crisis Simulation Exercises to test plans and Validate preparedness and team performance.
10. Implement a Supply Chain Resilience program to proactively manage third-party risk and maintain continuity of critical resources.

11. Foster an organizational Learning Culture by embedding Lessons Learned from past incidents and exercises into a cycle of continuous improvement.
12. Leverage Digital Transformation tools, AI/ML, and Real-Time Monitoring for enhanced risk intelligence and faster crisis detection.
13. Drive Strategic Transformation post-crisis, ensuring that recovery efforts lead to a stronger, more sustainable organizational state.

Target Audience

1. Executive Leadership (C-Suite) and Board Members
2. Chief Risk Officers (CROs) and Risk Management Professionals
3. Business Continuity (BC) and Disaster Recovery Managers
4. Crisis Management and Emergency Response Team Leaders
5. Heads of Information Security and Cyber Resilience
6. Operations, Supply Chain, and Compliance Directors
7. Internal and External Auditors and Assurance Professionals
8. Senior HR and Corporate Communications Specialists

Course Modules

Module 1: Foundations of Organizational Resilience (OR)

- Defining OR.
- The OR Framework
- Case Study: Tohoku Earthquake/Tsunami (Japan) and the failure of single-source supply chains leading to mandated supply chain resilience programs.
- The role of Resilient Culture and ethical leadership in building organizational hardiness.
- Conducting a Resilience Maturity Assessment to identify capability gaps.

Module 2: Strategic Risk and Threat Landscape Analysis

- Identifying the Emerging Risk Landscape
- Mastering Enterprise Risk Management (ERM) and Threat Modeling for holistic risk intelligence.
- Case Study: The 2008 Financial Crisis and the failure of integrated risk reporting and governance in financial institutions.
- Techniques for performing Vulnerability Assessments and interdependency mapping.
- Integrating risk appetite and tolerance into strategic planning and Adaptive Budgeting.

Module 3: Business Continuity and Operational Resilience

- Performing a granular Business Impact Analysis (BIA) to determine RTOs and RPOs for critical business processes.
- Developing and maintaining robust, technology-agnostic Business Continuity Plans
- Case Study: The COVID-19 Pandemic and the rapid pivot to remote work, highlighting critical technology, HR, and supply chain dependencies.
- Structuring Disaster Recovery (DR) and IT service continuity to support the BC strategy.
- Implementing Operational Resilience best practices for critical service delivery mapping and failure tolerance.

Module 4: Designing the Crisis Management Command Structure

- Establishing the Crisis Management Team (CMT) structure, roles, and responsibilities

- Developing and utilizing a Crisis Response Protocol and event logging system for real-time control.
- Case Study: The BP Deepwater Horizon Spill and the critiques of initial crisis command, control, and communication failures.
- Frameworks for Decision-Making Under Pressure
- Managing the Emergency Operations Center (EOC) and essential technology/data requirements.

Module 5: Crisis Communication and Brand Reputation Management

- Crafting an Agile Crisis Communication Plan: Internal and External messaging strategies.
- Mastering Social Media Crisis Management and real-time monitoring for early warning and myth debunking.
- Case Study: United Airlines' 'Guitargate' Incident and lessons in fast, authentic digital response.
- The role of Psychological First Aid and empathetic communication in supporting employees and maintaining stakeholder confidence.
- Preparing Holding Statements, Q&A documents, and managing Media Scrutiny.

Module 6: Cyber Resilience and Information Security Integration

- Understanding the Cyber Threat Kill Chain and integrating IT Security Incident Response with Crisis Management.
- Developing a Ransomware and major data breach response plan, focusing on containment, eradication, and legal reporting.
- Case Study: NotPetya or a major industry-specific cyber-attack, demonstrating the cross-functional failure points between IT and Operations.
- The importance of Data Governance and regulatory compliance during a crisis.
- Implementing mandatory Cyber Resilience Training and simulating attack scenarios.

Module 7: Testing, Exercising, and Validation

- The Exercise Program Lifecycle.
- Conducting various exercise types.
- Case Study: A large-scale simulated Terrorism Attack or natural disaster scenario, focusing on inter-agency coordination and decision flow.
- Methodology for Post-Incident Review and Lessons Learned documentation and dissemination.
- Using Key Performance Indicators and metrics to measure resilience effectiveness and continuous improvement.

Module 8: Post-Crisis Recovery and Strategic Transformation

- Transitioning from Crisis Response to Recovery Operations and long-term organizational restoration.
- Implementing the Building Back Better philosophy: Using the crisis as an opportunity for structural, process, and technology improvements.
- Case Study: The recovery and long-term changes implemented by an organization following a major Environmental Disaster or operational failure
- Financial recovery strategies, insurance claims, and managing investor relations post-disruption.
- Embedding Organizational Learning into the corporate DNA and ensuring the resilience framework evolves with the business strategy.

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

Start Date	End Date	Location	Price
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

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