



# HSE106

## Emergency Response Planning and Crisis Management



**ACTVET**  
The Dubai Centre for  
Technical and Vocational  
Education and Training

**GInI** GLOBAL  
INNOVATION  
INSTITUTE  
Authorized Innovation Provider

**PMI** Project  
Management  
Institute



International Association  
for Health and Occupational Safety  
and the Environment

**EFQM**  
Member



## Course Introduction:

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This course will give you a greater understanding of the emergency response planning process. It is ideal for middle to senior managers or new employees who may, in the course of their normal duties, be called upon to take up a position in their company's emergency response organization.

## Course Objectives:

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**Upon successful completion of this course, the delegates will be able to:**

- Gain a comprehensive knowledge of the practices and procedures of Emergency Crisis Management
- Recognize the attributes between incidents, emergencies and crisis situations
- Provide understanding of methodology and importance of emergency response planning
- Employ the roles and responsibilities, tools and techniques in crisis management

## Who Should Attend?

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This course is intended for personnel who form part of a team working within critical areas of emergency response and risk management.

## Course Outline:

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### Day 1:

#### **Pre-Test**

- Crisis Management Philosophy, and Risk Management Assessment
- Identifying Hazards & Controlling Risks
- Responsibilities in an Industrial Concern

### Day 2:

- Emergency Response Philosophy
- Methodology of Emergency Response
- Importance of Emergency Response Planning

### Day 3:

- Roles & Responsibilities of Crisis Management & Emergency Response Teams
- Tools & Techniques for Crisis Management & Emergency Response Teams
- Training & Development of Emergency Response Teams

#### **Day 4:**

- Crisis Management & Emergency Response Planning
- Essentials of Organizational Resilience
- Crisis Management – Communication & Media Management

#### **Day 5:**

- HR Management in Crisis/Emergency
- Crisis Operational Leadership
- Crisis Management Recovery

#### **Post Test**

## **Course Certificate:**

**International Center for Training & Development (ICTD)** will award an internationally recognized certificate(s) for each delegate on completion of training.

## **Course Methodology:**

**A variety of methodologies will be used during the course that includes:**

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

## Course Fees:

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**To be advised as per the course location.** This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

## Course Timings:

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### Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

