

€ TRAINING

PECB Certified Lead Crisis Manager



7 - 11 April 2025
Amsterdam (Netherlands)



PECB Certified Lead Crisis Manager

REF: RC1993 DATE: 7 - 11 April 2025 Venue: Amsterdam (Netherlands) - Fee: 5750 Euro

Introduction:

This program is designed to prepare participants for the certification exam only.

This training program is designed to prepare participants to lead and manage crises effectively within organizations. It focuses on the principles and practices of crisis management, including risk assessment, strategic decision-making, and communication during high-pressure situations.

Program Objectives:

By the end of this program, participants will be able to:

- Explore the fundamentals of crisis management and its critical importance.
- Develop and implement robust crisis management plans.
- Effectively communicate and coordinate during crisis situations.
- Analyze and improve organizational resilience against potential crises.
- Successfully prepare for the Certified Lead Crisis Manager certification exam.

Target Audience:

- Risk and crisis management professionals.
- Organizational leaders and decision-makers.
- Emergency response coordinators.
- Compliance officers and auditors.
- Professionals aiming for Certified Lead Crisis Manager certification.

Program Outline:

Unit 1:

Foundations of Crisis Management:

- Overview of crisis management and its objectives.
- Understanding the types and stages of crises.

- The role of leadership in crisis situations.
- Principles of organizational resilience.
- Key challenges and opportunities in crisis management.

Unit 2:

Developing Crisis Management Plans:

- Identifying potential crises and conducting risk assessments.
- Designing crisis response strategies and frameworks.
- Establishing roles and responsibilities within crisis teams.
- Developing communication protocols for internal and external stakeholders.
- Integrating crisis management into organizational policies.

Unit 3:

Operationalizing Crisis Response:

- Mobilizing crisis response teams and resources.
- Coordinating actions during crises to minimize impact.
- Managing stakeholder expectations and maintaining transparency.
- Addressing ethical and legal considerations during crises.
- Tools and technologies for effective crisis response management.

Unit 4:

Post-Crisis Recovery and Improvement:

- Conducting post-crisis evaluations and lessons learned.
- Developing recovery plans to restore operations and reputation.
- Monitoring organizational changes post-crisis.
- Enhancing systems and processes for future resilience.
- Promoting a culture of preparedness and proactive crisis management.



Unit 5:

Certification Exam Preparation:

- Comprehensive review of Certified Lead Crisis Manager exam content.
- Overview of the Certification Exam Structure.
- Key Topics and Areas of Focus for the Exam.
- Sample Questions and their Potential Answers.
- Resources and Materials for Effective Exam Preparation.

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