

aractech

Global Learning for Operational Leaders



BUSINESS CONTINUITY AND CRISIS MANAGEMENT

Certified Crisis Management Professional (CCMP)

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Course content

Why Attend

This course provides participants with concrete crisis management solutions and strategies, while giving insight into the delivery of effective Crisis Command, Control, Communications & Intelligence (C3i) implementation and stakeholder response.

This is a practical course that provides participants with a framework that is aligned with the British Standards Institute (BSI) BS 11200, coherence with NCEMA 7000 and ISO 22301 and international requirements. It includes specific templates for Crisis Management that participants will be able to take away to use in their own organizations.

Course Methodology

- This course will be highly interactive and include group discussions, videos, case studies and syndicate work.
- Participants will be involved in scenario based Crisis Management development exercises during the course, and be given support to initiate their own Crisis Management strategy throughout the 4 days.

Course Objectives

- Understand Crisis Management and its preferred framework for the private and public sectors
- Understand escalation of incident to crisis to disaster
- Understand Civil Defence responsibilities
- Apply effective crisis management tools and techniques for when an organization is under pressure
- Develop an effective stakeholder management plan for use in a crisis
- Identify measures that would improve their organizations' crisis management capabilities

Target Audience

- This course is designed for those working in a non-hazardous environment such as corporate offices, retail, transport, hospitality, healthcare public services, etc. It is ideal for senior managers who are responsible for dealing with crises at strategic and tactical levels, as well as operations managers and crisis management team personnel. Business continuity, quality, and audit professionals such as Business Continuity Managers (BCM), Business Continuity Coordinators (BCC), or anyone with the responsibility for, or involvement with Business Continuity Plans (BCP) and/or auditing of Crisis Management Plans would also benefit from this course.
- Target Competencies

- Crisis Management

- Business Continuity Management

Course outline

Detailed course outline

Module-by-module outline for Certified Crisis Management Professional (CCMP).

Module 1 - Crisis Management Overview

- Define Crisis Management
- Crisis Management framework
- The Crisis Management relationship and dependency on other standards (e.g. Business Continuity, Risk Management and Emergency Management)
- Exactly what is a crisis?
- Making the distinction between an incident, a crisis and a catastrophe

Module 2 - Threat Scenarios

- What is a threat scenario?
- Deciding which threat scenarios to plan for
- National Risk Registers, associated legislation and civil emergency responses
- Methods for controlling risk
- The Cyber Threat (identified as the number one threat on the Business Continuity Institute Threat Horizon survey)

Module 3 - Crisis Management Core Concepts

- Brand, image and reputation
- The phases of a crisis
- Understanding the cause of a crisis
- Twelve steps to help an organisation through a crisis
- The implications of the nature of a crisis
- Recovering from a crisis

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Module 4 - Avoiding the Avoidable

- A few precautions can make all the difference
- Protecting your most important assets

Module 5 - Crisis Management Team

- Leadership – The profile of a good Crisis Management leader
- Crisis Management Team structure
- When the leader is the problem
- Succession Planning – the Crisis Management Team and beyond
- Strategies, structures and command
- Managing crisis generated stress

Seminar dates

Available seminar dates

Live dates and pricing for Certified Crisis Management Professional (CCMP) generated from the course details page.

Date	Location	Format	Fee
18 - 22 May 2026	Amsterdam	Classroom	€2,975
22 - 26 June 2026	London	Classroom	€2,940
13 - 17 July 2026	Istanbul	Classroom	€1,995
17 - 21 August 2026	Vienna	Classroom	€2,975
21 - 25 September 2026	Barcelona	Classroom	€2,695
19 - 23 October 2026	Paris	Classroom	€3,150
2 - 6 November 2026	Frankfurt	Classroom	€2,275

Live online option

Online delivery is available at €1,250.