



aractech

Global Learning for Operational Leaders

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-003

Crisis Management for Government Agencies: Preparing for the Unexpected

Contact

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Course content

Why Attend

Crises can disrupt government operations, erode public trust, and threaten societal stability. This course equips government professionals with the skills and strategies needed to anticipate, respond to, and recover from crises effectively.

Participants will learn how to build robust crisis management frameworks, enhance resilience, and protect citizens and critical infrastructure during emergencies.

Course Methodology

- Lectures and expert insights to understand crisis management principles.
- Case studies to analyze past crises and lessons learned.
- Simulations and role-playing to practice real-world crisis scenarios.
- Workshops to develop response plans and protocols.
- Group discussions to foster knowledge-sharing and collaborative problem-solving.

Course Objectives

- Understand the principles and phases of crisis management.
- Identify potential risks and vulnerabilities in their agencies.
- Develop comprehensive crisis response and communication plans.
- Coordinate effectively with stakeholders during crises.
- Manage media relations and public communication during emergencies.
- Implement recovery strategies to restore normalcy and improve resilience.

Target Audience

- This course is designed for:
- Government officials and policymakers involved in emergency management.
- Public sector leaders responsible for risk and crisis planning.

Course outline

Detailed course outline

Day-by-day outline for Crisis Management for Government Agencies: Preparing for the Unexpected.

Day 1 - Foundations of Crisis Management

- Understanding the nature and impact of crises
- The crisis management lifecycle: Preparedness, response, recovery
- Key principles of effective crisis management
- The role of leadership and governance in managing crises

Day 2 - Risk Assessment and Planning

- Identifying and analyzing potential risks and vulnerabilities
- Developing risk management frameworks
- Crisis planning: Creating response protocols and contingency plans
- Tools and technologies for risk assessment

Day 3 - Crisis Response Strategies

- Coordinating emergency operations and resources
- Decision-making under pressure: Tools and techniques
- Real-time crisis communication and information management
- Case studies: Successful crisis responses by government agencies

Course outline

Detailed course outline

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Day 4 - Communication and Stakeholder Engagement

- Managing public communication during crises
- Engaging with media and managing misinformation
- Building trust and maintaining transparency with stakeholders
- Collaborating with external partners, NGOs, and private sector entities

Day 5 - Post-Crisis Recovery and Resilience

- Developing recovery strategies and restoring normalcy
- Learning from crises: Conducting after-action reviews
- Building organizational and community resilience
- Action planning: Strengthening crisis management frameworks

Seminar dates

Available seminar dates

Live dates and pricing for Crisis Management for Government Agencies: Preparing for the Unexpected generated from the course details page.

Date	Location	Format	Fee
15 - 19 June 2026	London	Classroom	€2,940
20 - 24 July 2026	Istanbul	Classroom	€1,995
3 - 7 August 2026	Vienna	Classroom	€2,975
7 - 11 September 2026	Barcelona	Classroom	€2,695
12 - 16 October 2026	Paris	Classroom	€3,150
9 - 13 November 2026	Frankfurt	Classroom	€2,275
14 - 18 December 2026	Barcelona	Classroom	€2,695

Live online option

Online delivery is available at €1,250.