BLACKBIRD FOR TRAINING

Crowd Control & Management

9 – 13 August 2027
Vienna (Austria)



Crowd Control & Management

Ref: 321509_154215 **Date:** 9 – 13 August 2027 **Location:** Vienna (Austria) **Fees:** 5900 GBP

Introduction

Effective crowd management and control are essential for ensuring the safety and success of any event. Whether you are a business, retailer, manager, security personnel, or law enforcement, understanding how to manage crowds is vital. This course provides the best crowd control techniques, strategies, and skills to help you manage and crowd control at various events. With clear communication, excellent teamwork, and well-planned coordination, you can significantly enhance safety, customer experience, and event security.

Course Objectives

By attending this course, participants will:

- Understand the principles of planning and preparing for events, including crowd management and control.
- Explain, understand, and apply safety policies, procedures, and legal requirements for events.
- Utilize Risk, Threat, and Vulnerability assessments for better crowd control.
- Identify the different types of physical security equipment necessary for effective crowd control.
- Understand the psychology of crowd science to anticipate and manage crowd behavior.

Course Outlines

Day 1: Crowd Dynamics and Behavior

- Understanding crowd behavior and how it influences safety.
- The 3 D's principle for safe crowd management.
- The Gas Kinetic model and its application in pedestrian flows.
- Magnetic force model and Pooling model in managing crowd movement.
- Shockwave theory and Social force model.
- Queue management and managing bottlenecks.
- Techniques for managing emergency lane formation.
- Understanding attractive interactions, such as the Pied Piper syndrome, in crowd management.



Day 2: Introduction to Crowd Management and Control

- Roles and responsibilities of event staff in crowd control.
- Types of events and gatherings that require crowd control management.
- Planning and preparation for dealing with crowd management challenges.
- Understanding physical security measures and access/egress control.
- Legal requirements and venue safety policies.
- Search procedures and threat management.
- Event teams' coordination for effective crowd management.

Day 3: Spectator and Event Safety Planning

- Emergency procedures for crowd-related incidents.
- Planning for terrorism and other critical safety threats.
- Developing security action plans for crowd safety.
- Managing event capacity issues and ensuring safety.
- Conflict resolution techniques in crowded environments.
- Addressing disability, equality, and diversity during crowd management.

Day 4: Crowd Risk Analysis

- Crowd modeling for different event types.
- Emergency situations and their effects on the crowd.
- Analyzing crowd movement through flow rate.
- Risk assessment and risk mitigation strategies for crowd control.
- Media management, including social media, during crowd events.
- How to use crowd management technology effectively.
- Crowd management plan exercise to implement learned strategies.

Day 5: Crowd Planning Exercise

- Develop a Security Action Plan, Emergency Plan, and Crowd Safety Plan.
- Techniques to Protect and Prepare, Identify and Disrupt, Control and Secure, and Engage and Communicate.
- Incident management in crowd control situations.

Why Attend This Course: Wins & Losses!

- Learn the best crowd control methods and how to apply them in various events to keep participants safe.
- Gain crowd control skills that are essential for law enforcement, event managers, and security teams.
- Understand how to use crowd control technology to monitor and control large groups effectively.
- Learn how to apply crowd control strategies to different types of crowds, reducing risks and ensuring smooth crowd movement.
- Be prepared for emergency situations by practicing crowd management techniques during the course.



Conclusion

This Crowd Management and Control Training Course equips participants with essential knowledge and skills for managing crowds in various event settings. From crowd behavior and psychology to advanced crowd control techniques and risk analysis, this course offers practical insights into creating a safer, more efficient environment for event organizers and attendees alike.

By understanding and applying these strategies, you can prevent incidents, improve attendee experience, and contribute to the success of any event.

