

Crisis and Emergency Response Management

Amsterdam

17 - 21 November 2025

UK Training

PARTNER



Crisis and Emergency Response Management

Code: LM28 From: 17 - 21 November 2025 City: Amsterdam Fees: 4200 Pound

Introduction

In today's world, where natural disasters, industrial accidents, cyberattacks, and political unrest can strike without warning, Crisis and Emergency Response Management has become a strategic necessity, not a luxury.

This course is tailored for executives, department heads, and specialists across public and private institutions in the Middle East and North Africa MENA region. It serves professionals from sectors such as energy, finance, telecommunications, government, human resources, and project management—those who seek to strengthen organizational resilience and leadership in times of disruption.

The program offers a practical, structured approach to anticipating threats, coordinating emergency responses, ensuring business continuity, and restoring operations quickly and efficiently.

Course Objectives

- Understand the core concepts of crisis and emergency management
- Identify the lifecycle of a crisis: preparedness, response, and recovery
- Build practical and actionable emergency response plans
- Implement incident command systems within organizations
- Develop clear and effective communication protocols during crises
- Analyze real-world case studies from local and global institutions
- Prioritize emergency actions based on impact and risk levels
- Design strategies for business continuity and post-crisis recovery

Course Outlines

Day 1: Foundations and Proactive Planning

- Definition and classification of crises and emergencies
- Key distinctions between emergencies, disasters, and incidents
- Stages of crisis management: anticipation, mitigation, response, recovery
- Core components of a strong emergency plan
- Role allocation and team structuring during crises
- Workshop: Building a primary response plan for a hypothetical organization

Day 2: Incident Command and Leadership Under Pressure

- Introduction to incident command systems ICS
- Decision-making under uncertainty and stress
- Multi-departmental coordination during emergencies
- Internal and external stakeholder engagement
- Command post structure and reporting hierarchy

A graphic of a chessboard with several pawns. In the foreground, a large gold king piece stands prominently. Behind it, several silver and gold pawns are positioned on the board. The background features concentric circles, suggesting a strategic or tactical theme.

UK Training
PARTNER

- Simulation: Responding to a large-scale fire in an industrial facility

Day 3: Resource Management and Inter-Agency Coordination

- Managing human and material resources effectively
- Prioritization techniques under time constraints
- Coordination with government agencies, NGOs, and vendors
- Emergency logistics and supply chain considerations
- Evacuation planning and relocation protocols
- Workshop: Designing a coordination matrix for a citywide incident

Day 4: Crisis Communication and Public Information

- Essentials of internal and external communication during emergencies
- Crafting accurate and timely messages
- Managing rumors, misinformation, and panic
- Interfacing with the media and using digital platforms responsibly
- Public briefings and spokesperson preparation
- Exercise: Holding a simulated press conference for a public health crisis

Day 5: Recovery and Post-Crisis Evaluation

- Concepts of business continuity and operational resilience
- Phases of organizational recovery and service restoration
- After-action reviews and performance assessments
- Lessons learned documentation and process updates
- Final project: Developing a complete emergency plan for a real organization
- Course assessment and professional certification distribution

Why Attend this Course: Wins & Losses!

- Improve your institution's emergency preparedness and readiness
- Learn how to design and implement operational crisis response frameworks
- Minimize loss of life, financial impact, and reputational damage
- Enhance internal and external communication under pressure
- Improve your team's crisis leadership and situational control
- Obtain a widely respected certificate of competency
- Gain exposure to international best practices tailored to regional realities
- Build a professional peer network across MENA industries

Conclusion

Crisis and emergency response is no longer a technical add-on—it is a strategic pillar of institutional resilience.

This course equips professionals with the frameworks, tools, and situational awareness needed to anticipate, withstand, and recover from high-impact incidents.

In a region marked by complex geopolitical and environmental factors, structured Crisis and Emergency Response

UK Training
PARTNER





Management can mean the difference between disruption and continuity, chaos and control, reaction and leadership.

UK Training
PARTNER

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com



Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)
(Switzerland)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
Korea



Phuket (Thailand)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Seoul (South)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients

 <p>MANNAI CORPORATION MANNAI Trading Company WLL, Qatar</p>	 <p>GAC UNE FILIALE D' EGA Alumina Corporation Guinea</p>	 <p>Booking.com Booking.com Netherlands</p>	 <p>OXFAM Oxfam GB International Organization, Yemen</p>	 <p>Capital Markets Authority Kuwait</p>
 <p>Waltersmith Waltersmith Petroman Oil Limited Nigeria</p>	 <p>QNB Qatar National Bank (QNB), Qatar</p>	 <p>Qatar Foundation Qatar</p>	 <p>AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania</p>	 <p>KFAS Kuwait Foundation for the Advancement of Sciences KFAS Kuwait</p>
 <p>Reserve Bank of Malawi Malawi</p>	 <p>Central Bank of Nigeria Nigeria</p>	 <p>Ministry of Interior Kingdom of Saudi Arabia Ministry of Interior, KSA</p>	 <p>Mabruk Oil Company Libya</p>	 <p>Saudi Electricity Company KSA</p>
 <p>BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia</p>	 <p>NATO Italy</p>	 <p>ENI ENI CORPORATE UNIVERSITY, Italy</p>	 <p>GULF BANK Gulf Bank Kuwait</p>	 <p>General Organization for Social Insurance KSA</p>
 <p>Defence Space Administration Nigeria</p>	 <p>National Industries Group (Holding) Kuwait</p>	 <p>Hamad Medical Corporation Qatar</p>	 <p>USAID Pakistan</p>	 <p>STC STC Solutions, KSA</p>
 <p>North Oil Company North Oil company,</p>	 <p>EKO EKO Electricity</p>	 <p>OMAN BROADBAND Oman Broadband</p>	 <p>UNITED NATIONS UN.</p>	 <p>Authority for Electricity Regulation, Oman Authority for</p>

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

