

## Crisis and Emergency Response Management

*Cape Town ( South Africa)*

*18 - 22 August 2025*

UK Traininig

# PARTNER



## Crisis and Emergency Response Management

Code: LM28 From: 18 - 22 August 2025 City: Cape Town ( South Africa) Fees: 3300 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 chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles and the text 'UK Training PARTNER' in a bold, black, sans-serif font.

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

