

Crowd Management and Control

Barcelona (Spain)

22 - 26 September 2025

UK Training

PARTNER



Crowd Management and Control

Code: NC28 From: 22 - 26 September 2025 City: Barcelona (Spain) Fees: 5100 Pound

Introduction

In today's complex public and private environments, Crowd Management and Control has become a critical function for ensuring safety, order, and operational continuity. Whether at large-scale events, transport hubs, religious gatherings, or industrial sites, the ability to effectively manage human movement and behavior is essential for preventing chaos, injuries, or worse catastrophes.

This course is specifically designed for executives, operations leaders, security supervisors, and risk professionals across the Middle East and North Africa. It benefits participants from sectors including government, energy, transportation, tourism, hospitality, logistics, and facility management.

Through this practical and immersive training, participants will gain tools to plan, monitor, and intervene in high-density environments while ensuring safety, crowd flow, and compliance with institutional and national protocols.

Course Objectives

- Understand the foundational principles of crowd behavior and dynamics
- Identify the types of crowd environments and associated risks
- Develop pre-event crowd control strategies and site assessments
- Apply real-time crowd control measures using appropriate tools
- Respond effectively to crowd surges, panic, and disorder
- Coordinate with emergency response agencies and stakeholders
- Use monitoring and early warning technologies
- Conduct post-event reviews to enhance future planning

Course Outlines

Day One: Introduction and Crowd Planning Essentials

- Types of crowds and characteristics of collective behavior.
- The psychology of crowd movement and density pressure.
- Pre-event planning and crowd flow mapping.
- Site risk assessments and access control points.
- Identifying vulnerable areas and bottlenecks.
- Exercise: Drafting a basic crowd control plan for a public event.

Day Two: Surveillance and Physical Control Techniques

- Use of surveillance systems for real-time monitoring.
- Deployment of staff and mobile units across event zones.
- Barriers, fences, and crowd movement channelling.
- Visual and auditory control tools signage, loudspeakers, alerts.



- Emergency intervention tactics in case of crowd surge.
- Simulation: Managing spontaneous crowd build-up near entry gates.

Day Three: Risk Management and Emergency Scenarios

- Common crowd-related hazards stampedes, collapses, aggression.
- Evacuation planning and emergency response pathways.
- Managing crowd panic and psychological stress.
- On-site medical coordination and communication.
- Multi-agency response collaboration.
- Workshop: Scenario planning for a mass panic at a stadium.

Day Four: Interagency Coordination and Public Communication

- Building effective collaboration with police, civil defense, and EMS.
- Establishing joint command and information-sharing protocols.
- Communicating with attendees before and during events.
- Handling rumors and misinformation.
- Managing media presence and public expectations.
- Group activity: Simulated response to an incident during a cultural festival.

Day Five: Evaluation and Continuous Improvement

- Data collection from surveillance and staff feedback.
- Performance assessment of the implemented plan.
- Identifying gaps and updating procedures.
- Developing crowd safety documentation and standard protocols.
- Final project presentation: Complete crowd management strategy.
- Participant assessment and course certification

Why Attend this Course: Wins & Losses!

- Gain actionable expertise in organizing safe, large-scale gatherings.
- Reduce risk of injuries, fatalities, and public complaints.
- Strengthen institutional readiness for emergencies.
- Enhance public confidence and stakeholder trust.
- Increase eligibility for high-profile event coordination roles.
- Earn a professional certificate in crowd control and safety.
- Network with regional professionals and safety leaders.
- Apply global best practices tailored to the MENA context.

Conclusion

Crowd Management and Control is more than just a security measure—it is a strategic discipline that ensures the safe movement of people, protects institutional integrity, and enables smooth operations during high-density situations.

This course provides a comprehensive framework for designing and implementing crowd control systems that work, even under pressure. With increasing frequency of mass gatherings across the region, trained professionals in this

PARTNER



field are more crucial than ever.

By the end of this program, participants will not only understand the theory—they'll be equipped with the tactical skills to take charge of crowd safety with confidence and precision.



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



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



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

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

