

## Crowd Management and Control

*Düsseldorf (Germany)*

*15 - 19 September 2025*

UK Training

# PARTNER



## Crowd Management and Control

Code: NC28 From: 15 - 19 September 2025 City: Düsseldorf (Germany) Fees: 4900 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 will 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)



Salzburg (Austria)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



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



المؤسسة العامة للتأمينات الاجتماعية  
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.



هيئة تنظيم الكهرباء - عمان  
AUTHORITY FOR ELECTRICITY REGULATION, OMAN  
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](mailto:Sales@blackbird-training.com)



[www.blackbird-training.com](http://www.blackbird-training.com)

