Crowd Management and Control

15 – 19 November 2027
Lyon (France)



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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's 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 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.

