



The Business Continuity Institute (BCI) Professional Practices Training
Incident Response and Crisis Management Training
 Classroom-based, Instructor-led, and Interactive Learning Environment

Course Overview

This course is a comprehensive learning opportunity covering all aspects of developing and implementing an incident response structure and crisis management capability. It begins with learning how to build an incident response structure (as introduced in the Design stage of the Business Continuity Management Lifecycle) and goes beyond incident management into learning how to build a crisis management capability in an organization. This course provides the continuity and resilience professional with the opportunity to gain a deeper knowledge and understanding of this subject as well as the opportunity to apply this knowledge in the classroom using a case study and an exercise. The course is broken down into modules, exploring the concepts, principles of incident and crisis management and what tools and techniques can be applied in anticipating and assessing incidents it as well as the key activities, roles and responsibilities required for effective incident and crisis management. This course is based on the Good Practice Guidelines 2018 and reflects the current global thinking from BS ISO 22301:2019, and BS 11200:2019.

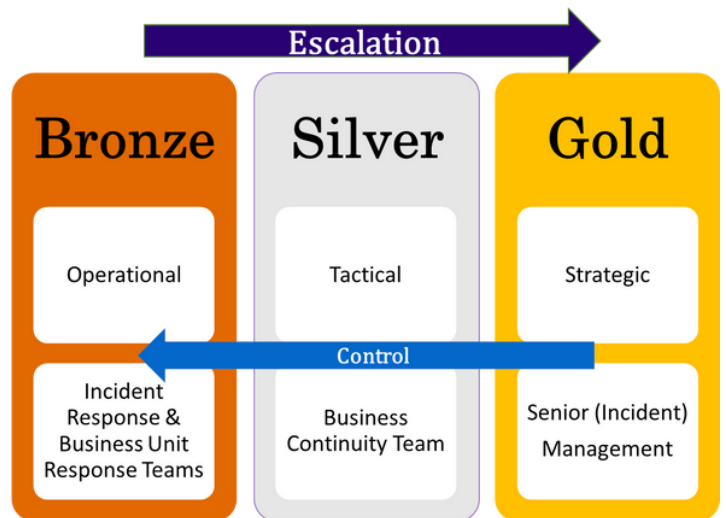
Course Objectives

The objectives of this training course are to provide participants with the ability to:

- Understand the principles, strategies and techniques for incident response and crisis management; and
- Develop the knowledge and skills necessary for implementing an effective structure and processes for responding to and managing incidents and crises.

Who Should Attend?

This course is designed for those with responsibilities for developing and implementing incident and crisis management plans and procedures and that may have an active role in a crisis management team. It is recommended that participants have a minimum of a CBCI or equivalent credential with experience working in an organization in a continuity and resilience related role.



<p>Certificate of Attendance</p> <p>All participants will receive an official certificate of attendance directly from The Business Continuity Institute (BCI).</p>	<p>Course Duration</p> <p>2-day.</p>
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