

# Incident Response & Crisis Management Course (BCI)

## SPECIAL SERIES

<b>Course Code</b>	<b>SS 01</b>
<b>Duration</b>	<b>2 days</b>
<b>Date (2019)</b>	<p><b>Singapore:</b> 14 – 15 Mar 26 – 27 Sep</p> <p><b>Kuala Lumpur, Malaysia:</b> 18 – 19 Feb 25 – 26 Nov</p> <p><b>Bangkok, Thailand:</b> 22 – 23 Apr</p>
<b>Fee</b>	<p><b>S\$ 1,500 / USD 1,200</b> (Early Bird, Register 4 weeks before the course date)</p> <p><b>S\$ 1,680 / USD 1,300</b> (Normal Fee)</p> <p><i>*including teabreaks &amp; lunch</i> <i>**prices are before GST</i></p>
<b>Facilitators</b>	Henry Ee, <i>FBCI, CBCP, ACTA</i> Victor Ng, <i>AMBCI, ACTA</i>
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Check out updated calendar here →



## COURSE OVERVIEW

Crises and incidents may happen at any moment and will be without warning. To ensure that the business is able to function without disruptions, crisis and incident response management is fundamental to your business continuity plan (BCP).

This 2-day course will provide an overview of the crisis management process and will also highlight on crisis communications such as media handling tactics. A highly interactive and practical course that draws on simulation exercise, case studies and role-plays to expand on learning points.

## COURSE OBJECTIVES

At the end of this course, you will be able to :

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

## COURSE OUTLINE

- Discuss and explore the concepts, principles of incident & crisis management and the processes involved
- Identify the tools & techniques that can be applied in anticipating and assessing incidents
- Identify the key activities and roles & responsibilities required for effective incident and crisis management
- Identify escalation and activation policy
- Develop an incident response structure (as introduced in the Design stage of the Business Continuity Management Lifecycle), procedures and required resources
- Administer a crisis management capability in the organization including writing the crisis management plan and the crisis communication procedure

## COURSE AUDIENCE

Ideally suited to Crisis Management Team members, BCM / Risk Management team members and individuals who are assigned to draft the crisis management plan/ crisis communication plan. Those responsible for managing incidents at a strategic & tactical level are also encouraged to attend this course.



Updated: 16 Apr 2018