

# Crisis management

*Build your program and train your top-level, crisis/incident management team in 2 days*

## Get it done

This service gives you all the Crisis management basics to enable your leadership team to make quick decisions and develop successful strategies to stabilize the business and find potential opportunities during a crisis or incident.

For two days, two members of our seasoned consulting team come onsite to facilitate all-day, intensive workshops designed to build your top-level Crisis management program and train your Crisis Management teams. The workshops give you the tools to roll out your program at all levels of the business.

Here is what you get.

- Crisis management fundamentals
- Identifying criteria for determining the differences between a crisis, incident, and normal operating environment
- Escalation and notification procedures
- Crisis Management team structure, roles, and responsibilities
- Training on decision-making approaches, tools, and templates
- Tabletop exercise to validate plans and train crisis and incident management teams
- One set of crisis scenario Crisis Cards
- All presentations and scripts, templates, and activity materials

## Results

A foundation for your crisis and incident management program, standardized materials and approaches for your team, and a consistent ISO 22301-aligned approach for implementing crisis and incident management across your business.

*All materials and presentations used in these workshops have been standardized for all engagements and industries. Customization is available for an additional cost.*

BOXED SERVICES

\$17.5K

## Your time commitment

Program sponsors generally include the risk management team and incident response team. They will need to attend for both days.

The top-level Crisis Management Team is typically composed of senior leadership, with representatives from core areas of the business. They will attend the initial three-hour kickoff session on day one, and the final three-hour validate, train and practice session on day three.