# Airline Crisis Management and Emergency Response Planning Training Course



19 - 23 Oct 2026

Vienna

5800 € (Per Person)

Ref: #AVI6624_80116

## Course Introduction / Overview:

The global airline industry operates within a high-stakes environment where safety, efficiency, and public trust are paramount. An unexpected crisis, whether operational, technical, or security-related, can have catastrophic consequences for an airline's reputation and viability. This intensive training course is meticulously designed to equip aviation professionals with the critical skills and strategic frameworks necessary to prepare for, respond to, and recover from emergencies effectively. Drawing upon established principles of risk management and organizational resilience, the program delves into the comprehensive lifecycle of crisis management. As highlighted by experts like Dr. Robert L. Helmreich in his research on human factors, the human element is often the most critical variable in any emergency. This course integrates these insights, moving beyond procedural checklists to foster a culture of proactive safety and preparedness. Participants will explore concepts from key industry documents, such as ICAO's Safety Management Manual (SMM), to build robust Emergency Response Plans (ERP). BIG BEN Training Center provides a dynamic learning environment where theory is translated into practical capability, ensuring your organization can navigate turbulence with confidence and emerge stronger.

## Target Audience / This training course is suitable for:

- Airline Executives and Senior Management.
- Emergency Response Team Leaders and Members.
- Airport and Airline Station Managers.
- Safety and Security Managers.
- Flight Operations and Ground Operations Personnel.
- Corporate Communications and Public Relations Specialists.
- Human Resources and Crew Support Managers.
- Civil Aviation Authority Representatives.

## Target Sectors and Industries:

- Commercial Passenger Airlines.
- Cargo and Freight Airlines.
- Charter and Private Jet Operators.
- Regional and Low-Cost Carriers.
- Airport Authorities and Operators.
- Ground Handling Service Providers.
- Governmental bodies, including Civil Aviation Authorities and Transport Ministries.
- Aviation Insurance and Legal Firms.

## Target Organizations Departments:

- Operations Control Centers (OCC).
- Safety and Quality Assurance Departments.
- Corporate Security.
- Flight and Cabin Crew Operations.
- Ground Handling and Airport Services.
- Corporate Communications and Media Relations.
- Human Resources and Employee Support.
- Legal and Compliance Departments.

## Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement a comprehensive, ICAO-compliant Emergency Response Plan (ERP).
- Establish and manage an effective Emergency Operations Center (EOC).
- Lead and coordinate Go-Team deployments for on-site incident management.
- Execute strategic crisis communication plans for internal and external stakeholders.
- Manage media relations and social media engagement during a crisis.
- Implement a compassionate and effective Family Assistance Plan.
- Analyze human factors and crew resource management principles in emergency situations.
- Coordinate effectively with national and international investigation bodies like the NTSB and AAIB.
- Conduct post-crisis analysis to enhance future preparedness and organizational resilience.
- Integrate crisis management protocols with the airline's Safety Management System (SMS).

## Course Methodology:

This training course employs a highly interactive and immersive learning methodology designed for maximum knowledge retention and practical application. At BIG BEN Training Center, we believe that effective crisis management skills are built through experience. Therefore, the curriculum is heavily based on real-world case studies of major aviation incidents, allowing participants to analyze decision-making processes and outcomes in a structured setting. The training incorporates a blend of expert-led presentations, group discussions, and collaborative workshops. A significant portion of the course is dedicated to high-fidelity simulation exercises, where participants will be challenged to respond to evolving crisis scenarios in real-time. These simulations cover everything from initial incident notification to managing the Emergency Operations Center and conducting press briefings. This hands-on approach ensures that participants not only understand the theoretical frameworks but can also apply them under pressure. Continuous feedback from instructors and peer-to-peer learning are integral components, fostering a rich, collaborative environment that prepares leaders to act decisively and effectively when it matters most.

# Course Agenda (Course Units):

## Unit One: Foundations of Aviation Crisis Management

- Introduction to Crisis Management in the Airline Industry.
- Understanding the Different Types of Aviation Crises.
- International Regulatory Frameworks (ICAO, IATA, FAA, EASA).
- The Relationship Between Safety Management Systems (SMS) and Emergency Response.
- Key Principles of Proactive Risk Assessment and Mitigation.
- The Financial and Reputational Impact of a Crisis.
- Case Study Analysis of Historical Aviation Incidents.

## Unit Two: Developing the Emergency Response Plan (ERP)

- Core Components of a Comprehensive Airline ERP.
- Defining Roles, Responsibilities, and Chains of Command.
- ERP Activation Procedures and Notification Protocols.
- Establishing and Equipping the Emergency Operations Center (EOC).
- The Concept and Composition of the Go-Team.
- Checklists, Documentation, and Information Management.
- Planning and Conducting Effective Emergency Drills and Exercises.

## Unit Three: Strategic Crisis Communications

- The Golden Hour of Crisis Communication.
- Developing Internal and External Communication Strategies.
- Managing Media Relations and Conducting Press Conferences.
- The Role of Social Media in Modern Crisis Management.
- Crafting Clear, Consistent, and Empathetic Messaging.
- Spokesperson Training and Key Message Development.
- Monitoring and Countering Misinformation.

## Unit Four: The Human Dimension of Crisis Response

- Implementing a Comprehensive Family and Survivor Assistance Plan.
- Psychological First Aid and Trauma-Informed Care Principles.
- Managing the Needs of Affected Passengers and their Families.
- Critical Incident Stress Management (CISM) for Crew and Staff.
- Liaison with Humanitarian and Non-Governmental Organizations.
- Cultural Sensitivity in a Multinational Crisis Context.
- Long-Term Support and Care Strategies.

## Unit Five: Post-Crisis Operations and Organizational Learning

- Coordinating with Accident Investigation Authorities (NTSB, AAIB, etc.).
- Business Continuity and Service Recovery Planning.
- Managing Legal and Insurance-Related Aspects of a Crisis.
- Reputation Management and Rebuilding Public Trust.
- Conducting a Thorough Post-Incident Review.
- Identifying Lessons Learned and Updating the ERP.
- Fostering a Resilient Organizational Culture for Future Preparedness.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How can an airline's pre-existing safety culture fundamentally alter the outcome of an emergency response, moving it from a reactive process to a proactive resilience strategy?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond procedural training to cultivate a deep, strategic understanding of crisis leadership within the unique context of the aviation industry. While many programs focus solely on the technical aspects of an Emergency Response Plan, our curriculum places significant emphasis on the human dimension, integrating principles of psychological first aid, Critical Incident Stress Management (CISM), and compassionate family assistance as core competencies. We explore the intricate interplay between regulatory compliance and ethical responsibility, preparing participants not just to manage an incident, but to lead with integrity. The methodology is rooted in high-fidelity, scenario-based learning, forcing participants to make critical decisions under simulated pressure, a pedagogical approach that research shows is far more effective for skill acquisition than passive instruction. Furthermore, the course content is dynamically updated to address contemporary challenges, including the management of social media during a crisis and the complexities of cyber-security threats. It is designed not merely to teach a process, but to reshape mindset, fostering a culture of proactive preparedness and organizational resilience that becomes an integral part of the airline's operational DNA.