Banking Crisis Management and Business Continuity Training Course



29 Nov - 03 Dec 2026

Amman

3800 € (Per Person)

Ref: #BI2399_246455

Course Introduction / Overview:

In today's interconnected and volatile global financial landscape, the ability of a bank to withstand and recover from disruption is not just a competitive advantage but a fundamental requirement for survival and stability. This course provides a comprehensive and practical framework for mastering the disciplines of crisis management and business continuity, tailored specifically for the unique challenges of the banking sector. Moving beyond theoretical concepts, this program delves into the practical application of building operational resilience against a wide array of threats, including cyberattacks, economic downturns, geopolitical events, and systemic failures. Drawing on principles outlined by experts like Alan B. Sterneckert in works such as "The Essentials of Business Continuity Management," this training emphasizes a proactive, integrated approach. BIG BEN Training Center has designed this intensive program to equip financial professionals with the skills to develop, implement, and manage robust business continuity management systems (BCMS) and crisis response protocols. Participants will learn to navigate the complexities of regulatory compliance, stakeholder communication, and decisive leadership during high-stakes situations, ensuring their institution can protect its assets, reputation, and customer trust in the face of any crisis.

Target Audience / This training course is suitable for:

- Risk Management Professionals.
- Business Continuity and Disaster Recovery Planners.
- Crisis Management Team Members.
- Senior Banking Executives and Board Members.
- Operations Managers.
- IT and Cybersecurity Managers.
- Compliance and Legal Officers.
- Internal and External Auditors.
- Treasury and Liquidity Managers.
- Branch Managers and Regional Heads.

Target Sectors and Industries:

- Commercial and Retail Banks.
- Investment Banks and Brokerage Firms.
- Central Banks and Monetary Authorities.
- Credit Unions and Cooperative Banks.
- Asset Management and Private Equity Firms.
- Insurance Companies.
- Financial Technology (FinTech) and Payment Processors.
- Government Financial Regulatory Bodies and Ministries of Finance.

Target Organizations Departments:

- Risk Management.
- Operations and Business Services.
- Information Technology and Cybersecurity.
- Compliance and Legal Affairs.
- Internal Audit.
- Corporate Communications and Public Relations.
- Treasury and Finance.
- Human Resources.
- Facilities Management.

Course Offerings:

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

- Develop a comprehensive Business Continuity Management System (BCMS) aligned with ISO 22301 standards.
- Conduct a thorough Business Impact Analysis (BIA) to identify critical banking functions and dependencies.
- Establish clear Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs) for key services.
- Design and implement effective crisis management frameworks and incident response plans.
- Master crisis communication strategies to manage stakeholders, regulators, and public perception.
- Ensure compliance with banking-specific regulations such as the Digital Operational Resilience Act (DORA).
- Lead and coordinate crisis management teams effectively during high-pressure scenarios.
- Plan and execute realistic business continuity tests, drills, and simulation exercises.
- Evaluate and mitigate third-party and supply chain risks within the financial ecosystem.
- Build a culture of operational resilience across all departments of the institution.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants gain tangible skills they can immediately apply in their roles. This course moves beyond traditional lectures to create an immersive learning environment. The program is built upon a foundation of expert-led instruction, where complex concepts are broken down into understandable and actionable components. This is heavily supplemented with real-world case studies of past banking crises, allowing for in-depth analysis of what went right and what went wrong. A significant portion of the course is dedicated to hands-on workshops and group exercises, where participants will work collaboratively to develop components of a BCP, conduct a mock BIA, and draft crisis communication plans. The curriculum culminates in realistic role-playing and simulation exercises that challenge participants to make critical decisions under pressure. This blended approach, combining theoretical knowledge with practical application and peer-to-peer learning, ensures a deep and lasting understanding of crisis management and business continuity principles.

Course Agenda (Course Units):

Unit One: Foundations of Financial Resilience and BCM

- The Modern Threat Landscape for the Banking Sector.
- Introduction to Business Continuity Management (BCM) and Operational Resilience.
- The BCM Lifecycle and its Application in Banks.
- Key Terminology: BIA, RTO, RPO, and Crisis Management.
- The International Standard for Business Continuity: ISO 22301.
- Global Regulatory Landscape: BCBS, DORA, and National Requirements.
- Establishing a BCM Policy and Governance Framework.

Unit Two: Business Impact Analysis and Risk Assessment

- The Role of Business Impact Analysis (BIA) in Banking.
- Methodologies for Conducting a Comprehensive BIA.
- Identifying and Prioritizing Critical Banking Processes and Services.
- Mapping Interdependencies and Single Points of Failure.
- Conducting a Threat and Risk Assessment Specific to Financial Institutions.
- Defining and Justifying Recovery Time Objectives (RTOs).
- Establishing Recovery Point Objectives (RPOs) for Data Integrity.

Unit Three: Developing Business Continuity and Crisis Strategies

- Selecting Appropriate Business Continuity Strategies (e.g., Hot, Warm, Cold Sites).
- Developing Robust Technology and IT Disaster Recovery Plans.
- Strategies for Managing Liquidity and Credit Risk During a Crisis.
- Building the Crisis Management Framework and Team Structure.
- Defining Roles, Responsibilities, and Lines of Authority.
- Establishing an Emergency Operations Center (EOC).
- Managing Supply Chain and Third-Party Vendor Risk.

Unit Four: Crisis Response, Leadership, and Communication

- Activating the Crisis Management and Business Continuity Plans.
- Effective Incident Management and Triage Protocols.
- Leadership and Decision-Making Under Extreme Pressure.
- Developing and Executing a Crisis Communication Plan.
- Managing Internal Stakeholders: Employees and Board Members.
- Engaging with External Stakeholders: Regulators, Media, and Customers.
- Reputation Management and Brand Protection During and After a Crisis.

Unit Five: Testing, Maintenance, and Advanced Considerations

- Designing and Facilitating Effective BCP and Crisis Exercises.
- Types of Testing: Tabletop Exercises, Simulations, and Full-Scale Drills.
- The Importance of Post-Incident Reviews and Continuous Improvement.
- Maintaining and Updating BCM Documentation.
- Integrating Cyber Resilience with Traditional Business Continuity.
- Planning for Geopolitical Risks and Market-Wide Disruptions.
- The Future of Resilience in Banking: AI, Automation, and Predictive Analytics.

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:

In an era of interconnected global finance and rapidly evolving cyber threats, can a bank's business continuity plan ever be truly comprehensive, or is it a perpetual exercise in managing the unforeseeable?

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

This course distinguishes itself by moving beyond generic business continuity theory to provide a specialized, in-depth focus on the banking and financial services sector. Unlike broader programs, it directly addresses the unique regulatory pressures, systemic risks, and operational complexities inherent in banking, with dedicated modules on compliance with frameworks like DORA and BCBS principles. The curriculum integrates traditional business continuity planning with the critical, modern-day challenge of cyber resilience, recognizing that the two are inseparable in today's digital financial ecosystem. Furthermore, the course places a strong emphasis on the human element of crisis management, exploring the psychology of leadership and decision-making under the immense pressure of a potential financial collapse. The practical application is paramount; participants will not just learn about crisis simulations but will actively engage in realistic scenarios designed to mimic the fast-paced environment of a banking crisis, from managing a liquidity crunch to handling a major data breach. This provides an immersive experience that builds not just knowledge, but the confidence and muscle memory required to lead effectively when it matters most.