Strategic HR Risk Management and Crisis Response Training Course



02 - 06 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HR7304_164443

Course Introduction / Overview:

In today's volatile and unpredictable business environment, the role of Human Resources extends far beyond traditional administrative functions into the critical domain of strategic risk management and crisis response. This course is meticulously designed to equip HR professionals and organizational leaders with the foresight, strategies, and tools necessary to navigate the complex landscape of workforce-related risks. From talent retention and compliance issues to workplace safety, data security, and reputational damage, effective HR risk management is the cornerstone of organizational resilience. Drawing on principles articulated by leading thinkers like Dr. Paul R. Sparrow, who emphasizes the importance of organizational agility, this program delves into creating proactive frameworks for risk identification, assessment, and mitigation. Participants will explore concepts from seminal works on organizational behavior and risk, learning to build robust crisis response plans that protect both the employees and the enterprise. BIG BEN Training Center has developed this immersive experience to transform your approach from reactive problem-solving to proactive, strategic risk leadership, ensuring your organization is prepared for any eventuality.

Target Audience / This training course is suitable for:

- Human Resources Managers and Directors.
- Risk and Compliance Officers.
- Business Owners and Senior Executives.
- Operations Managers and Team Leaders.
- Legal Counsel and Corporate Governance Professionals.
- Anyone involved in strategic planning and business continuity.
- Health, Safety, and Environment (HSE) Managers.

Target Sectors and Industries:

- Banking and Financial Services.
- Healthcare and Pharmaceuticals.
- Technology and Telecommunications.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Hospitality and Tourism.
- Governmental agencies and public sector organizations.
- Non-profit and educational institutions.

Target Organizations Departments:

- Human Resources Department.
- Risk Management Department.
- Legal and Compliance Department.
- Operations and Production Department.
- Executive Management and Leadership Teams.
- Internal Audit Department.
- Corporate Communications Department.

Course Offerings:

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

- Develop a comprehensive HR risk management framework tailored to their organization.
- Conduct systematic risk assessments to identify and prioritize potential HR threats.
- Design and implement effective risk mitigation and control strategies.
- Formulate a robust crisis response plan for various HR-related emergencies.
- Lead with confidence and communicate effectively during a crisis.
- Manage post-crisis recovery efforts, focusing on employee well-being and organizational learning.
- Ensure legal and regulatory compliance in all risk and crisis management activities.
- Foster a culture of resilience and risk awareness throughout the organization.

Course Methodology:

This training course employs a dynamic and interactive learning methodology designed for maximum engagement and practical application. At BIG BEN Training Center, we believe in learning by doing. The program is built around a blend of expert-led presentations, real-world case study analyses, and collaborative group workshops. Participants will engage in crisis simulation exercises that challenge them to apply theoretical knowledge in high-pressure scenarios, receiving constructive feedback in a supportive environment. Interactive sessions, group discussions, and brainstorming activities will facilitate peer-to-peer learning and the sharing of diverse experiences. We will provide a comprehensive toolkit of templates, checklists, and assessment models that participants can immediately adapt and use within their own organizations. The focus is on translating complex concepts into actionable strategies, ensuring that every participant leaves with the skills and confidence to build a more resilient and prepared workforce.

Course Agenda (Course Units):

Unit One: Foundations of Strategic HR Risk Management

- Introduction to HR risk management and its strategic importance.
- The legal and regulatory framework governing workplace risks.
- Identifying the spectrum of HR risks: operational, financial, compliance, and strategic.
- The role of HR in enterprise-wide risk management (ERM).
- Understanding the link between corporate culture and risk exposure.
- Key performance indicators (KPIs) for monitoring HR risk.
- Case studies of major HR-related corporate failures.

Unit Two: HR Risk Identification and Assessment

- Techniques for systematic HR risk identification.
- Conducting an HR risk and compliance audit.
- Utilizing risk assessment matrices to analyze probability and impact.
- Prioritizing risks based on the organization's risk appetite.
- Tools for risk analysis: SWOT, PESTLE, and root cause analysis.
- Assessing risks in key HR functions: recruitment, compensation, and performance management.
- Documenting and reporting risk assessment findings to stakeholders.

Unit Three: Proactive Risk Mitigation and Control Strategies

- Developing and implementing HR risk mitigation plans.
- Designing effective internal controls for HR processes.
- Strategies for managing talent and succession planning risks.
- Building a robust workplace health and safety program.
- Mitigating risks associated with employee relations and misconduct.
- Data privacy and cybersecurity risks in HR management.
- The role of HR policies and procedures as a primary control mechanism.

Unit Four: Crisis Response Planning and Execution

- Differentiating between an incident, an emergency, and a crisis.
- Components of an effective HR crisis management plan.
- Forming and training a dedicated Crisis Response Team (CRT).
- Developing crisis communication strategies for internal and external stakeholders.
- Leadership and decision-making under pressure.
- Managing employee well-being and psychological safety during a crisis.
- Practical simulation: responding to a workplace emergency scenario.

Unit Five: Post-Crisis Recovery and Organizational Resilience

- Conducting a post-crisis review and lessons learned analysis.
- Strategies for business continuity and restoring normal operations.
- Supporting employees through post-traumatic stress and recovery.
- Rebuilding trust and morale within the organization.
- Updating risk management frameworks based on crisis outcomes.
- Leveraging crisis as a catalyst for positive organizational change.
- Developing a long-term strategy for building a resilient workforce.

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 a major crisis, where does an organization's duty of care to its employees end and the employee's personal responsibility begin?

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

This training course distinguishes itself by adopting a holistic and strategic perspective that integrates proactive risk mitigation with decisive crisis leadership. While many programs focus narrowly on compliance or emergency response protocols, this course builds a comprehensive competency from end to end. It moves beyond theoretical frameworks to immerse participants in practical, real-world scenarios and simulations, forcing critical thinking and decision-making under pressure. A key differentiator is our profound focus on the human element of crisis management; we dedicate significant attention to employee well-being, psychological safety, and post-crisis recovery, recognizing that a resilient workforce is the foundation of a resilient organization. Furthermore, the curriculum is designed not just to manage risk, but to leverage it as a strategic driver for improvement and cultural change. Participants will leave not with a static playbook, but with an agile mindset and a dynamic toolkit to build a truly risk-aware and resilient organization prepared for the complexities of the modern world.