Strategic Disaster Recovery and Emergency Response Training Course



21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HSE8659_108987

Course Introduction / Overview:

In today's volatile and interconnected world, the ability to respond effectively to major emergencies and recover from disasters is no longer a strategic advantage but a fundamental requirement for organizational survival and resilience. This course provides a comprehensive framework for mastering the principles of strategic disaster recovery and coordinating major emergency responses. Drawing upon established methodologies and contemporary best practices, the program delves into the entire lifecycle of crisis management, from proactive risk assessment to post-incident recovery and continuous improvement. As noted by prominent academic Dr. David Alexander in the field of disaster management, effective response is built on a foundation of meticulous planning and clear coordination. This training course, offered by BIG BEN Training Center, is designed to equip professionals with the skills to develop, implement, and manage robust business continuity and disaster recovery plans. Participants will explore concepts detailed in foundational texts like "The Disaster Recovery Handbook," learning to navigate the complexities of incident command, crisis communication, and stakeholder management, ensuring their organizations can withstand and recover from significant disruptive events with minimal impact on operations and reputation.

Target Audience / This training course is suitable for:

- Emergency Response Team Leaders and Members.
- Business Continuity Planners and Managers.
- IT Managers and Disaster Recovery Specialists.
- Risk and Compliance Officers.
- Operations and Facilities Managers.
- Crisis Management Team Members.
- Public Safety and Emergency Services Officials.
- Senior Executives and Department Heads.
- Security and Resilience Professionals.
- Project Managers involved in continuity projects.

Target Sectors and Industries:

- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Information Technology and Telecommunications.
- Energy, Oil, Gas, and Utilities.
- Manufacturing and Supply Chain Logistics.
- Government Agencies and Public Sector Bodies.
- Transportation and Aviation.
- Retail and Hospitality.
- Education and Research Institutions.

Target Organizations Departments:

- Information Technology (IT) Department.
- Operations Management.
- Risk Management and Compliance.
- Corporate Security and Physical Security.
- Facilities Management.
- Human Resources.
- Corporate Communications and Public Relations.
- Executive Leadership and Strategic Planning.
- Legal and Regulatory Affairs.

Course Offerings:

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

- Conduct a thorough Business Impact Analysis (BIA) to identify critical functions.
- Develop and implement a comprehensive strategic disaster recovery plan.
- Establish an effective Emergency Operations Center (EOC).
- Apply the principles of the Incident Command System (ICS) for response coordination.
- Design and execute effective crisis communication strategies for all stakeholders.
- Manage multi-agency coordination during large-scale emergencies.
- Lead post-incident reviews to identify lessons learned and drive improvement.
- Develop and facilitate realistic disaster recovery drills and tabletop exercises.
- Integrate business continuity and disaster recovery into the organizational culture.
- Ensure compliance with relevant industry standards and regulations.

Course Methodology:

The training methodology for this course is designed to be highly interactive, immersive, and practical, ensuring that participants can translate theoretical knowledge into actionable skills. BIG BEN Training Center believes in learning by doing, and therefore, the program heavily emphasizes hands-on application. The course will utilize a blend of expert-led presentations, in-depth case study analyses of real-world disasters, and dynamic group discussions to foster a collaborative learning environment. A significant portion of the training will be dedicated to practical simulations and tabletop exercises where participants will work in teams to respond to a developing crisis scenario, making critical decisions under pressure. These activities are designed to replicate the challenges of a real emergency, allowing participants to practice communication, coordination, and decision-making in a controlled setting. Continuous feedback from the instructor and peers is a core component, enabling participants to refine their strategies and build confidence in their emergency response and recovery capabilities. This blended approach ensures a comprehensive understanding of both the strategic and operational aspects of disaster management.

Course Agenda (Course Units):

Unit One: Foundations of Disaster Recovery and Emergency Management

- Introduction to Business Continuity and Disaster Recovery.
- Differentiating Between Emergencies, Disasters, and Crises.
- Key Concepts: Recovery Time Objective (RTO) and Recovery Point Objective (RPO).
- The Business Continuity Management Lifecycle.
- Legal, Regulatory, and Compliance Frameworks.
- The Role of Risk Management in Preparedness.
- Understanding Organizational Resilience.

Unit Two: Strategic Planning and Risk Assessment

- Conducting a Comprehensive Business Impact Analysis (BIA).
- Identifying Critical Business Functions and Dependencies.
- Threat and Vulnerability Assessment Methodologies.
- Developing Risk Mitigation and Control Strategies.
- Formulating the Disaster Recovery Plan (DRP).
- Data Backup, Replication, and Recovery Technologies.
- Planning for Alternate Sites and Facilities.

Unit Three: Emergency Response Coordination and Command

- Principles of the Incident Command System (ICS).
- Establishing and Managing an Emergency Operations Center (EOC).
- Roles and Responsibilities of the Crisis Management Team.
- Initial Damage and Situation Assessment Protocols.
- Effective Resource Mobilization and Management.
- Ensuring the Safety and Welfare of Personnel.
- Coordination with External Agencies and First Responders.

Unit Four: Crisis Communication and Stakeholder Management

- Developing a Proactive Crisis Communication Plan.
- Crafting Clear and Consistent Messages for Internal and External Audiences.
- Managing Media Relations During a Crisis.
- Utilizing Social Media and Digital Communication Channels.
- Communicating with Employees, Customers, and Suppliers.
- Managing Reputational Risk and Public Perception.
- Briefing Executive Leadership and Key Stakeholders.

Unit Five: Plan Activation, Recovery, and Continuous Improvement

- Criteria for Declaring a Disaster and Activating the Plan.
- Executing Recovery Procedures and Protocols.
- Managing the Transition from Response to Recovery.
- Resumption of Business Operations and Normalization.
- Conducting a Thorough Post-Incident Review.
- Developing and Facilitating Drills and Exercises.
- Maintaining and Updating the BCP and DR Plans.

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 supply chains and escalating cyber threats, how can organizations balance the cost of comprehensive disaster recovery preparedness with the unpredictable nature of black swan events?

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

This course distinguishes itself by offering an integrated and holistic framework that seamlessly blends the technical discipline of disaster recovery with the human-centric art of emergency response coordination. While many programs focus narrowly on IT systems or operational protocols, this training provides a 360-degree perspective, recognizing that true organizational resilience is achieved when technology, processes, and people are perfectly aligned. We move beyond theoretical models to immerse participants in high-fidelity simulations and challenging case studies drawn from recent global events. The curriculum is uniquely structured to build strategic leadership capabilities, focusing on critical decision-making under pressure, multi-agency collaboration, and effective crisis communication. Rather than simply teaching how to write a plan, we empower participants to lead a response, manage chaos, and guide an organization from crisis to recovery. The emphasis on post-incident analysis and continuous improvement ensures that the skills learned are not static but form the basis of a dynamic and evolving resilience culture within the participant's organization.