ISO 22316 Organizational Resilience and Crisis Management Training Course

22 - 26 Nov 2026

Amman

3800 € (Per Person)

Ref: #ISO8588_230180

Course Introduction / Overview:

This course provides a comprehensive framework for embedding organizational resilience and mastering strategic crisis management based on the principles of ISO 22316. In an era of unprecedented volatility, the ability to anticipate, prepare for, respond to, and adapt to incremental changes and sudden disruptions is a critical determinant of survival and prosperity. This program moves beyond traditional business continuity, focusing on a holistic approach that integrates leadership, culture, and strategic foresight to build a truly resilient organization. As noted by resilience expert Dr. David Alexander in his works, including "Resilience and Disaster Risk Reduction", true resilience is an adaptive capacity woven into the fabric of an organization. Participants will explore the core attributes and principles of resilience, learning to implement a structured yet flexible framework that enhances decision-making under pressure. BIG BEN Training Center has designed this course to equip leaders with the strategic tools needed to protect assets, maintain reputation, and seize opportunities in the face of adversity, ensuring long-term sustainability and competitive advantage.

Target Audience / This training course is suitable for:

- Crisis Management Team Members.
- Business Continuity and Resilience Managers.
- Risk Management Professionals.
- Senior Executives and Board Members.
- Operations and Department Heads.
- IT and Cybersecurity Managers.
- Compliance and Audit Professionals.
- Human Resources and Communications Directors.
- Emergency Planners and Security Managers.
- Supply Chain and Logistics Managers.

Target Sectors and Industries:

- Banking, Financial Services, and Insurance.
- Healthcare and Pharmaceutical sectors.
- Information Technology and Telecommunications.
- Energy, Oil, Gas, and Utilities.
- Manufacturing and Industrial Production.
- Transportation, Aviation, and Logistics.
- Governmental bodies and Public Sector agencies.
- Retail and Consumer Goods.
- Hospitality and Tourism.

Target Organizations Departments:

- Risk Management and Compliance.
- Strategic Planning and Corporate Governance.
- Operations and Production.
- Information Technology and Security.
- Human Resources.
- Public Relations and Corporate Communications.
- Legal and Regulatory Affairs.
- Facilities and Security Management.
- Procurement and Supply Chain Management.
- Executive Leadership.

Course Offerings:

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

- Interpret the principles and attributes of organizational resilience as defined in ISO 22316.
- Develop and implement a robust organizational resilience framework aligned with strategic objectives.
- Conduct comprehensive risk assessments and business impact analyses to identify critical vulnerabilities.
- Formulate and document strategic crisis management and incident response plans.
- Establish effective crisis communication protocols for internal and external stakeholders.
- Lead and coordinate response efforts during a crisis with confidence and clarity.
- Facilitate post-crisis recovery and organizational learning to enhance future resilience.
- Integrate resilience thinking into the organizational culture and decision-making processes.
- Measure and report on the effectiveness of resilience programs and initiatives.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, immersive, and practical, ensuring that participants can translate theoretical knowledge into actionable skills. We employ a blended learning approach that combines expert-led presentations with collaborative workshops, in-depth case study analyses of real-world crises, and dynamic group discussions. A significant portion of the course is dedicated to hands-on exercises, including the development of core components of a resilience plan and participation in a simulated crisis scenario. This simulation allows participants to practice decision-making, communication, and team coordination in a controlled, high-pressure environment. Continuous feedback is provided by the instructor and peers, fostering a rich learning environment. The focus is on practical application, enabling attendees to return to their organizations with the confidence and tools necessary to build and lead a more resilient enterprise.

Course Agenda (Course Units):

Unit One: Foundations of Organizational Resilience

- Introduction to Organizational Resilience and its Strategic Importance.
- Understanding the ISO 22316 Standard: Principles and Attributes.
- The Relationship between Resilience, Business Continuity, and Risk Management.
- Analyzing the Modern Threat Landscape and Organizational Vulnerabilities.
- The Role of Leadership and Governance in Building a Resilient Culture.
- Assessing Your Organization's Current Resilience Maturity.
- Key Terminology and Concepts in Resilience and Crisis Management.

Unit Two: Developing the Organizational Resilience Framework

- Conducting a Business Impact Analysis (BIA) to Identify Priorities.
- Performing a Comprehensive Risk Assessment for Resilience.
- Defining Resilience Objectives and Policies Aligned with Business Goals.
- Designing and Structuring the Organizational Resilience Program.
- Establishing Roles, Responsibilities, and Authorities.
- Integrating Resilience into the Supply Chain and Partner Ecosystems.
- Developing Key Performance Indicators (KPIs) to Measure Resilience.

Unit Three: Strategic Crisis Management and Incident Response

- Principles of Effective Crisis Management.
- Building and Training a Competent Crisis Management Team (CMT).
- Developing a Strategic Crisis Management Plan.
- Incident Response Protocols and Activation Triggers.
- Command, Control, and Coordination Structures during a Crisis.
- Tactical and Strategic Decision-Making Under Pressure.
- Resource Management and Logistics in a Crisis Environment.

Unit Four: Crisis Communication and Stakeholder Management

- Developing a Proactive Crisis Communication Strategy.
- Identifying and Mapping Key Stakeholders.
- Crafting Clear, Consistent, and Empathetic Messaging.
- Managing Media Relations and Social Media during a Crisis.
- Internal Communication Strategies to Maintain Employee Trust and Morale.
- Reputation Management and Brand Protection Techniques.
- Legal and Regulatory Communication Considerations.

Unit Five: Recovery, Learning, and Continual Improvement

- Planning for Post-Crisis Business Recovery and Resumption.
- Conducting a Post-Incident Review to Identify Lessons Learned.
- Fostering a Culture of Organizational Learning from Crises.
- Techniques for Testing, Exercising, and Rehearsing Plans.
- Auditing and Reviewing the Resilience Program for Effectiveness.
- Driving Continual Improvement in Resilience Capabilities.
- Future-Proofing the Organization through Strategic Foresight and Adaptation.

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:

Beyond documented plans and frameworks, how can an organization's intangible cultural elements be systematically nurtured to become the primary driver of adaptive capacity during a novel, unforeseen crisis?

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

This course distinguishes itself by moving beyond the procedural aspects of plan-writing to cultivate a strategic mindset focused on adaptive capacity and cultural integration. While many programs concentrate on the technical compliance with standards, our curriculum emphasizes the critical link between leadership, strategy, and resilience. We delve into the human factors of crisis management, exploring the psychological and cultural dynamics that determine an organization's ability to thrive under pressure. The course integrates principles from strategic foresight, enabling participants not just to react to disruptions but to anticipate and shape their future environment. Rather than providing a static toolkit, we focus on developing the critical thinking and strategic decision-making skills needed to navigate the complexity and ambiguity of modern crises. The inclusion of a realistic, high-fidelity crisis simulation provides a unique opportunity to apply these strategic concepts in a practical, immersive setting, ensuring that learning is deeply embedded and immediately applicable.