Executive Crisis Management and Business Continuity Training Course



08 - 12 Nov 2026

Doha

5500 € (Per Person)

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Course Introduction / Overview:

In today's volatile and interconnected global landscape, the ability to lead through disruption is no longer an optional skill but a core executive competency. This course is meticulously designed to equip senior leaders with the strategic foresight and practical skills needed to navigate complex crises and ensure organizational resilience. We move beyond theoretical frameworks to provide actionable strategies for proactive planning, decisive response, and effective recovery. Drawing upon principles discussed by leaders like Norman Augustine in his seminal work "Augustine's Laws," which delves into the realities of managing complex systems under pressure, this program emphasizes the critical intersection of crisis management and business continuity. Participants will learn to anticipate threats, from cyber-attacks and supply chain disruptions to reputational damage and financial instability. At BIG BEN Training Center, we have developed a curriculum that fosters a culture of preparedness, enabling executives to protect their organization's assets, stakeholders, and long-term viability. This training provides a comprehensive roadmap for transforming potential catastrophes into managed events, solidifying leadership credibility and reinforcing stakeholder confidence in the process.

Target Audience / This training course is suitable for:

- Chief Executive Officers (CEOs) and Board Members.
- Chief Operating Officers (COOs) and Chief Financial Officers (CFOs).
- Vice Presidents and Senior Directors.
- Heads of Departments and Business Unit Leaders.
- Risk, Compliance, and Audit Executives.
- IT and Security Senior Management.
- Operations and Supply Chain Leaders.
- Public Relations and Corporate Communications Directors.
- Emergency Management and Business Continuity Professionals.
- Succession planning candidates for executive roles.

Target Sectors and Industries:

- Banking and Financial Services.
- Healthcare and Pharmaceuticals.
- Information Technology and Telecommunications.
- Energy, Oil, and Gas.
- Manufacturing and Industrial Sectors.
- Governmental Agencies and Public Sector Organizations.
- Aviation and Transportation.
- Retail and Consumer Goods.
- Hospitality and Tourism.
- Education and Research Institutions.

Target Organizations Departments:

- Executive Management and C-Suite.
- Operations Management.
- Risk Management and Compliance.
- Information Technology and Cybersecurity.
- Human Resources.
- Corporate Communications and Public Relations.
- Legal and General Counsel.
- Supply Chain and Logistics.
- Finance and Treasury.
- Facilities and Corporate Security.

Course Offerings:

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

- Develop a strategic framework for integrated crisis management and business continuity.
- Conduct a comprehensive Business Impact Analysis (BIA) to identify critical functions.
- Lead a crisis management team with clarity and decisiveness under pressure.
- Master strategic communication techniques for internal and external stakeholders.
- Implement effective incident response protocols for various threat scenarios.
- Analyze and mitigate risks associated with supply chain and operational disruptions.
- Enhance organizational resilience by fostering a culture of preparedness.
- Manage the financial and reputational impact of a crisis event.
- Conduct effective post-crisis reviews to capture lessons learned and improve plans.
- Align business continuity strategies with regulatory requirements and industry best practices.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application, recognizing the demanding schedules and high-level responsibilities of executive participants. Our approach is deeply interactive, moving beyond traditional lectures to immerse leaders in real-world challenges. The course is built around a series of sophisticated case studies of major corporate crises, allowing for in-depth analysis of strategic decisions and their consequences. A cornerstone of the program is the use of high-fidelity simulation exercises, where participants work in teams to manage a developing crisis in real-time, testing their decision-making, communication, and leadership skills under pressure. These sessions are facilitated by experienced instructors who provide expert coaching and constructive feedback. The learning environment encourages peer-to-peer knowledge sharing, enabling leaders from diverse industries to exchange insights and best practices. Group discussions, interactive workshops, and the development of a draft crisis response plan for their own organization ensure that the concepts learned are not only understood but are also immediately transferable to the participant's professional context.

Course Agenda (Course Units):

Unit One: The Strategic Landscape of Crisis and Continuity

- Defining the Modern Crisis.
- The Intersection of Crisis Management and Business Continuity Planning (BCP).
- The Executive's Role in Governance, Risk, and Compliance (GRC).
- Understanding the Threat Landscape: Cyber, Geopolitical, and Operational Risks.
- Establishing a Crisis Management Framework.
- The Business Case for Investing in Organizational Resilience.
- Key Principles from ISO 22301 for Business Continuity Management Systems.

Unit Two: Proactive Planning and Preparedness

- Conducting a Business Impact Analysis (BIA).
- Strategic Risk Assessment and Threat Identification.
- Developing the Business Continuity Plan (BCP).
- Crafting a Flexible and Actionable Crisis Management Plan (CMP).
- Forming and Training the Crisis Management Team (CMT).
- Resource Allocation and Logistics for Crisis Response.
- Planning and Executing Effective Drills and Tabletop Exercises.

Unit three: Leading Through the Crisis

- Activating the Crisis Management and Business Continuity Plans.
- The First 60 Minutes: Critical Decisions and Actions.
- Effective Decision-Making Under Ambiguity and Pressure.
- Strategic Crisis Communications: Managing Stakeholders, Media, and Social Narratives.
- Leading the Crisis Management Team: Roles, Responsibilities, and Dynamics.
- Managing the Human Factor: Employee Welfare and Psychological Support.
- Interfacing with External Agencies and First Responders.

Unit Four: Advanced Leadership and Strategic Considerations

- Reputation Management and Brand Protection During a Crisis.
- Ethical Dilemmas and Leadership Integrity in Crisis Situations.
- Managing Financial Volatility and Investor Relations.
- Supply Chain Resilience and Third-Party Risk Management.
- Leveraging Technology and Data Analytics in Crisis Response.
- Legal and Regulatory Implications of Crisis Events.
- Building Personal Resilience to Lead Effectively Over a Prolonged Period.

Unit Five: Recovery, Restoration, and Building Resilience

- Transitioning from Crisis Response to Business Recovery.
- Conducting a Thorough Post-Incident Review and Root Cause Analysis.
- Documenting Lessons Learned and Implementing Corrective Actions.
- Updating and Optimizing BCP and CMP Based on Real-World Experience.
- Communicating Recovery Progress to Stakeholders.
- Embedding a Culture of Continuous Improvement and Preparedness.
- The Future of Resilience: Anticipating the Next Wave of Disruptions.

FAQ:

Qualifications required for registering to this course?

There are no prerequisites.

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

This training course extends over five days, with a daily duration ranging from 4 to 5 hours, including breaks and interactive activities, bringing the total to 20–25 training hours.

Something to think about:

In an era of hyper-connectivity and rapid information spread, how can an executive leader balance the need for transparent communication with the imperative to prevent panic and misinformation during a crisis?

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

This course distinguishes itself by focusing squarely on the strategic and leadership dimensions of crisis and continuity, tailored specifically for an executive audience. While many programs concentrate on the technical processes of plan-writing, our curriculum delves into the complex art of high-stakes decision-making under extreme pressure. We explore the nuanced challenges of managing stakeholder psychology, maintaining investor confidence, and navigating the ethical gray areas that invariably emerge during a crisis. The program integrates modules on personal resilience for leaders, recognizing that the capacity of the organization to endure is directly linked to the leader's own stamina and clarity of mind. Furthermore, we emphasize the cultivation of a resilient organizational culture, moving beyond a compliance-based mindset to one where preparedness is embedded in the corporate DNA. By blending rigorous academic frameworks with immersive, realistic simulations and peer-to-peer C-suite level discussions, the course provides not just a playbook, but the strategic wisdom and leadership acumen required to steer an organization securely through its most challenging moments.