Advanced Crisis Management and Business Continuity Planning for Leaders Training Course



09 - 13 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #MA6849_15998

Course Introduction / Overview:

In an increasingly volatile and complex global landscape, the ability to effectively navigate crises and ensure operational continuity is paramount for organizational survival and sustained success. This Advanced Crisis Management and Business Continuity Planning for Leaders Training Course, offered by BIG BEN Training Center, provides a comprehensive and strategic framework for senior executives and managers to develop robust crisis preparedness and response capabilities. Participants will delve into the intricacies of identifying potential threats, conducting thorough business impact analyses, and crafting resilient business continuity plans that safeguard critical operations. The course emphasizes the critical role of leadership in crisis, focusing on strategic decision-making under pressure, effective crisis communication, and fostering a culture of organizational resilience. Drawing upon contemporary research and best practices, including insights from experts like Ian Mitroff, a pioneer in crisis management, and concepts explored in his seminal work, "Managing Crises Before They Happen: What Every Executive and Manager Needs to Know About Crisis Management," this program moves beyond theoretical concepts to provide actionable strategies. It equips leaders with the advanced skills necessary to anticipate, mitigate, respond to, and recover from a wide spectrum of disruptions, ensuring their organizations can not only survive but thrive amidst adversity. This training is designed to enhance strategic foresight, strengthen incident response management, and build enduring organizational agility.

Target Audience / This training course is suitable for:

- Chief Executive Officers and C-suite executives.
- Senior Managers and Department Heads.
- Risk Management Professionals.
- Business Continuity Managers and Coordinators.
- Operations Directors and Managers.
- Strategic Planners.
- Public Relations and Communications Directors.
- Human Resources Leaders.
- Legal and Compliance Officers.
- IT and Cybersecurity Managers.
- Emergency Response Team Leaders.
- Government Officials and Public Sector Leaders.

Target Sectors and Industries:

- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Manufacturing and Supply Chain.
- Energy and Utilities.
- Information Technology and Telecommunications.
- Retail and Consumer Goods.
- Transportation and Logistics.
- Hospitality and Tourism.
- Education and Research Institutions.
- Government Agencies and Public Sector Organizations.
- Non-Profit Organizations.
- Consulting Services.
- Media and Entertainment.

Target Organizations Departments:

- Risk Management Department.
- Operations Department.
- Human Resources Department.
- Information Technology Department.
- Legal and Compliance Department.
- Public Relations and Corporate Communications Department.
- Strategic Planning Department.
- Finance Department.
- Security Department.
- Quality Assurance Department.
- Supply Chain Management Department.
- Emergency Services Department.

Course Offerings:

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

- Develop comprehensive business continuity plans and strategies.
- Lead effectively during various types of organizational crises.
- Implement robust incident response management protocols.
- Conduct advanced business impact analysis and risk assessments.
- Formulate strategic crisis communication plans for diverse stakeholders.
- Build and foster a culture of organizational resilience.
- Manage post-crisis recovery and learning processes.
- Integrate crisis management with enterprise risk management frameworks.
- Enhance decision-making capabilities under extreme pressure.
- Navigate complex regulatory environments related to continuity.
- Protect organizational reputation and stakeholder trust during disruptions.
- Utilize strategic foresight to anticipate future threats and opportunities.

Course Methodology:

BIG BEN Training Center employs a highly interactive and experiential training methodology for this Advanced Crisis Management and Business Continuity Planning for Leaders Training Course, designed to maximize practical application and knowledge retention. The program integrates a blend of dynamic learning techniques, including in-depth case studies of real-world crises, which allow participants to analyze complex scenarios and evaluate effective and ineffective responses. Group discussions and collaborative exercises encourage peer-to-peer learning and the sharing of diverse perspectives on crisis management strategies. Participants will engage in practical workshops focused on developing business continuity plans, conducting risk assessments, and crafting strategic crisis communication messages. Role-playing and crisis simulation exercises will provide a safe environment for leaders to practice decision-making under pressure and test their incident response management skills. Expert facilitators will provide constructive feedback, guiding participants through complex challenges and reinforcing best practices in organizational resilience. This approach ensures that theoretical knowledge is immediately translated into actionable skills, preparing leaders to confidently address future disruptions and strengthen their organization's ability to maintain continuity.

Course Agenda (Course Units):

Unit One: Foundations of Crisis Management and Business Continuity

- Defining crisis, emergency, and disaster.
- Evolution of crisis management and its strategic importance.
- Understanding organizational resilience and its components.
- Key principles and standards of business continuity planning.
- Regulatory landscape and compliance requirements for BCP.
- Crisis typologies, impact analysis, and vulnerability assessment.
- Leadership roles in preparedness and prevention.

Unit Two: Developing Robust Business Continuity Plans

- Advanced Business Impact Analysis (BIA) methodologies.
- Comprehensive risk assessment and threat identification techniques.
- Strategy development for continuity and recovery objectives.
- Resource planning, allocation, and critical dependency mapping.
- Developing detailed incident response plans and activation protocols.
- Testing, exercising, and validating BCPs through simulations.
- Maintenance, review, and continuous improvement processes for BCPs.

Unit Three: Strategic Crisis Leadership and Communication

- Essential leadership competencies for crisis situations.
- Advanced decision-making frameworks under pressure and uncertainty.
- Building, training, and leading high-performing crisis management teams.
- Strategic crisis communication frameworks and stakeholder mapping.
- Effective media relations and managing social media in a crisis.
- Internal communication strategies during disruption.
- Ethical considerations and accountability in crisis leadership.

Unit Four: Incident Response, Recovery, and Resilience Building

- Activating and managing immediate crisis operations.
- Implementing post-crisis recovery strategies and business resumption.
- Addressing the psychological impact of crisis on employees and stakeholders.
- Building a sustainable culture of organizational resilience.
- Supply chain resilience and disruption management strategies.
- Learning from past crises and implementing corrective actions.
- Developing adaptive capacity for future unknown disruptions.

Unit Five: Advanced Strategies and Future Trends in Crisis Management

- Cyber crisis management, data breaches, and digital resilience.
- Geopolitical risks, global crises, and their organizational impact.
- Leveraging emerging technologies in crisis response and recovery.
- Integrating business continuity planning with enterprise risk management.
- The future of crisis leadership and fostering innovation in adversity.
- Developing strategic foresight for anticipating future disruptions.
- Building a resilient organization for long-term sustainability.

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 what ways can a leader's personal resilience and ethical framework fundamentally alter the trajectory and outcome of an organizational crisis, extending beyond mere operational recovery to encompass long-term reputational and cultural impact?

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

This Advanced Crisis Management and Business Continuity Planning for Leaders Training Course distinguishes itself through its deeply strategic and leadership-centric approach, moving beyond generic operational checklists to focus on the nuanced complexities of executive decision-making during high-stakes events. Unlike many programs that offer a superficial overview, this course provides a rigorous exploration of advanced methodologies for business impact analysis and risk mitigation, tailored for leaders who must navigate intricate organizational ecosystems. It emphasizes the development of critical leadership competencies, such as strategic foresight, ethical governance, and the psychological resilience required to steer an organization through profound disruption. The curriculum integrates cutting-edge insights into organizational resilience and adaptive strategies, preparing participants not just to react to crises, but to proactively build an agile and robust enterprise. Practical examples and immersive case studies, rather than a focus on specific tools, provide a rich learning environment where participants can apply academic frameworks to real-world scenarios, fostering a holistic understanding of crisis leadership and continuity planning. This program cultivates a strategic mindset, empowering leaders to transform potential threats into opportunities for organizational growth and enhanced stakeholder trust.