Comprehensive Emergency and Critical Incident Management Training Course



21 - 25 Dec 2026

Vienna

5800 € (Per Person)

Ref: #SM4155_131634

Course Introduction / Overview:

In today's unpredictable environment, the ability to effectively manage emergencies and critical incidents is no longer a specialized skill but a core organizational necessity. This course provides a comprehensive framework for developing, implementing, and managing robust emergency response plans. Drawing on established principles and contemporary best practices, the curriculum delves into the full lifecycle of incident management, from proactive risk assessment and mitigation to decisive response and strategic recovery. We will explore key concepts detailed by experts like Dr. George A. Haddow, whose work in "Introduction to Emergency Management" provides a foundational understanding of the field. Participants will learn to navigate the complexities of the Incident Command System (ICS), ensuring clear communication and coordinated action during high-stress situations. This BIG BEN Training Center program is meticulously designed to move beyond theoretical knowledge, equipping professionals with the practical skills needed to protect assets, ensure business continuity, and safeguard personnel. The training emphasizes a holistic approach, integrating crisis communication, stakeholder management, and post-incident analysis to build organizational resilience against a wide spectrum of potential threats and hazards.

Target Audience / This training course is suitable for:

- Emergency Response Team Leaders and Members.
- Health, Safety, and Environment (HSE) Managers.
- Security and Loss Prevention Professionals.
- Facility and Operations Managers.
- Business Continuity and Disaster Recovery Planners.
- Human Resources Managers and Directors.
- Public Relations and Corporate Communications Specialists.
- Senior Executives and Department Heads.
- Risk Management Professionals.
- Anyone designated with crisis management responsibilities.

Target Sectors and Industries:

- Oil, Gas, and Petrochemical Industries.
- Manufacturing and Industrial Plants.
- Healthcare and Pharmaceutical Sectors.
- Financial and Banking Institutions.
- Telecommunications and Information Technology.
- Hospitality and Tourism.
- Educational Institutions from schools to universities.
- Government Agencies and Public Sector Bodies.
- Transportation and Logistics.
- Construction and Engineering.

Target Organizations Departments:

- Health, Safety, and Environment (HSE) Department.
- Corporate Security and Asset Protection.
- Operations and Facilities Management.
- Human Resources and Personnel.
- Risk Management and Compliance.
- Corporate Communications and Public Affairs.
- Information Technology (IT) for cyber incident response.
- Executive Leadership and Strategic Planning.
- Legal and Regulatory Affairs.
- Supply Chain and Logistics.

Course Offerings:

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

- Develop a comprehensive and compliant Emergency Response Plan (ERP).
- Conduct thorough risk assessments and hazard identification.
- Establish and manage an effective Incident Command System (ICS).
- Coordinate multi-agency responses during large-scale incidents.
- Develop and execute strategic crisis communication plans.
- Lead and participate in effective emergency drills and tabletop exercises.
- Manage an Emergency Operations Center (EOC) effectively.
- Implement business continuity and disaster recovery protocols.
- Conduct detailed post-incident analysis and implement corrective actions.
- Enhance organizational resilience and preparedness culture.

Course Methodology:

The training methodology employed by BIG BEN Training Center is designed for maximum knowledge retention and practical application. This course adopts a highly interactive and participant-centered approach, moving beyond traditional lectures to create an immersive learning experience. The core of the program is built around real-world case studies and scenario-based learning, allowing participants to analyze and solve complex incident management challenges in a controlled environment. A significant portion of the training is dedicated to hands-on activities, including group-based tabletop exercises and response simulations that replicate the pressures of a real crisis. These activities are designed to build critical thinking, decision-making, and teamwork skills. Facilitated group discussions will encourage the sharing of experiences and perspectives, enriching the learning process for all attendees. Our expert instructors provide continuous feedback and guidance, ensuring that participants can directly apply the learned concepts, such as incident action planning and resource management, to their own organizational contexts. The methodology focuses on building practical competence and confidence to lead effectively during an emergency.

Course Agenda (Course Units):

Unit One: Foundations of Emergency and Incident Management

- Introduction to Emergency Management Concepts.
- The Emergency Management Lifecycle: Mitigation, Preparedness, Response, and Recovery.
- Legal, Regulatory, and Corporate Governance Frameworks.
- Understanding Different Types of Hazards and Threats.
- The Critical Role of a Proactive Preparedness Culture.
- Key Terminology and Principles in Critical Incident Management.
- Historical Case Studies: Lessons Learned from Major Incidents.

Unit Two: Emergency Response Planning and Risk Assessment

- Conducting a Comprehensive Hazard and Vulnerability Assessment (HVA).
- Principles of Effective Emergency Response Plan (ERP) Development.
- Key Components of an ERP: Evacuation, Shelter-in-Place, Lockdown.
- Integrating Business Continuity Planning (BCP) with Emergency Response.
- Resource Management and Logistics Planning.
- Developing Mutual Aid Agreements with External Agencies.
- Testing and Maintaining the Emergency Response Plan.

Unit Three: The Incident Command System (ICS) and Coordinated Response

- Introduction to the Incident Command System (ICS) Structure and Principles.
- Roles and Responsibilities within the ICS Framework (Command, Operations, Planning, Logistics, Finance).
- Establishing and Managing an Emergency Operations Center (EOC).
- Unified Command for Multi-Agency and Multi-Jurisdictional Incidents.
- Incident Action Planning (IAP) Process and Documentation.
- Effective Communication Protocols within the ICS Structure.
- Managing Spontaneous Volunteers and Donations.

Unit Four: Crisis Communication and Stakeholder Management

- Fundamentals of Effective Crisis Communication.
- Developing a Crisis Communication Plan.
- Managing Media Relations During an Incident.
- Internal Communication Strategies for Employees and Leadership.
- Utilizing Social Media in Emergency Communications.
- Managing Stakeholder Expectations and Public Information.
- Addressing Rumors and Misinformation in Real-Time.

Unit Five: Post-Incident Operations, Recovery, and Improvement

- Transitioning from Response to Recovery Operations.
- Conducting Post-Incident Debriefings and Hot Washes.
- Developing a Comprehensive After-Action Report (AAR).
- Implementing Corrective Actions and a Plan for Improvement.
- Psychological First Aid and Critical Incident Stress Management (CISM).
- Long-Term Business Recovery and Resumption of Operations.
- Fostering Organizational Resilience and Continuous Learning.

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 rapid technological change and complex global threats, how can traditional incident management frameworks evolve to remain effective against unforeseen 'black swan' events?

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

This course distinguishes itself by focusing intensely on the human and strategic elements of incident management, rather than merely procedural compliance. While many programs cover the technical aspects of creating a plan, our curriculum delves deeper into the complexities of crisis leadership, decision-making under pressure, and the psychological factors that influence team performance during an emergency. We move beyond checklists to explore the nuances of building a resilient organizational culture where preparedness is an integrated value. The training heavily emphasizes interactive, scenario-based learning, using sophisticated tabletop exercises that challenge participants to apply concepts like the Incident Command System in dynamic, evolving situations. This practical application ensures that knowledge is not just acquired but mastered. Furthermore, the course integrates modules on strategic crisis communication and stakeholder management, recognizing that controlling the narrative and maintaining trust are as critical as managing the physical incident itself. The focus is on developing adaptive leaders who can think critically and act decisively, equipping them with a strategic mindset to navigate any crisis effectively.