# Strategic Emergency Response and Disaster Recovery Planning for Enterprises Training Course



09 - 13 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #SM5739_47588

## Course Introduction / Overview:

The ability to respond effectively to a crisis is a defining factor in an enterprise's long-term survival and resilience. This training course provides a comprehensive framework for developing and implementing a robust emergency response and disaster recovery plan. We will cover a wide range of potential threats, from natural disasters and cybersecurity breaches to public health crises and civil unrest. Participants will learn how to create a proactive plan that protects people, assets, and business operations. We will explore academic work by authors like Michael J. Fagel, whose book Crisis Management and Emergency Planning provides a framework for understanding the phases of a crisis. The curriculum is designed to equip professionals with the knowledge to conduct a risk assessment, develop a communication strategy, and lead their teams with confidence during an emergency. The BIG BEN Training Center is committed to providing a program that moves beyond theoretical concepts and gives participants a practical, actionable plan for any crisis. We will also cover the essentials of business continuity, showing how a quick and effective response can minimize disruption and get operations back on track. This course is a must for anyone who wants to make sure their organization is prepared for the unexpected, helping it withstands and recover from even the most severe events.

## Target Audience / This training course is suitable for:

- Emergency management coordinators.
- Business continuity and disaster recovery managers.
- Risk management professionals.
- Operations directors.
- Human resources managers.
- IT and cybersecurity specialists.
- Senior executives and team leaders.

## Target Sectors and Industries:

- Corporate and enterprise.
- Manufacturing and industrial sectors.
- Financial services.
- Healthcare and hospitals.
- Information technology.
- Government agencies and their equivalents.
- Public utilities.

## Target Organizations Departments:

- Emergency Management.
- Business Continuity.
- Risk Management.
- Operations.
- Information Technology (IT).
- Human Resources.
- Public Relations and Communications.

## Course Offerings:

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

- Develop a comprehensive emergency response and disaster recovery plan.
- Conduct a business impact analysis and risk assessment.
- Formulate a crisis communication strategy.
- Lead and coordinate a team during an emergency.
- Use technology to enhance emergency response capabilities.
- Ensure the safety and security of employees and assets.
- Test and evaluate the effectiveness of a disaster recovery plan.
- Understand the legal and regulatory aspects of emergency management.

## Course Methodology:

This training course uses a highly practical and hands-on methodology to make sure that participants can apply what they learn in the real world. The program starts with instructor-led sessions that provide a clear understanding of the core principles of emergency response and disaster recovery. A key component of our approach is the use of real-world case studies of successful and unsuccessful crisis responses. Participants will analyze these examples to understand what went right and what went wrong, helping them to apply the principles in a real-world context. We also use interactive simulations and tabletop exercises where participants work together to respond to a variety of crisis scenarios. This collaborative learning model encourages teamwork and allows participants to practice their decision-making skills under pressure. Instructors at BIG BEN Training Center are experienced professionals who provide personalized feedback and guidance throughout the course. Our goal is to prepare professionals to face the complex challenges of a crisis with confidence. By focusing on actionable skills and practical scenarios, we are making sure that every participant leaves the course ready to make a tangible impact on their organization's resilience.

## Course Agenda (Course Units):

### Unit One: The Foundation of Emergency Planning.

- Understanding the modern threat landscape for enterprises.
- The difference between emergency response and disaster recovery.
- Conducting a business impact analysis (BIA) and risk assessment.
- Developing a foundational emergency response plan.
- Assembling and training an emergency response team.

### Unit Two: Crisis Communication and Leadership.

- Formulating an internal and external communication strategy.
- Leading a team during a crisis.
- The importance of clear and timely information.
- Managing media relations and public perception.
- Using technology for mass notification and communication.

## Unit Three: Disaster Recovery and Business Continuity.

- The principles of business continuity planning.
- Protecting critical assets and data.
- Establishing recovery sites and procedures.
- The role of IT in disaster recovery.
- Minimizing downtime and ensuring operational resilience.

## Unit Four: Special Threats and Scenarios.

- Responding to cybersecurity breaches and data loss.
- Planning for natural disasters and environmental emergencies.
- Managing public health crises and pandemics.
- Addressing workplace violence and security threats.
- Protocols for supply chain disruptions.

## Unit Five: Testing and Improving the Plan.

- Conducting effective drills and exercises.
- Evaluating the plan's effectiveness.
- The process of post-incident review and learning.
- Updating and maintaining the plan.
- Legal and regulatory considerations for crisis management.

# 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:

How can an enterprise effectively balance the need for a comprehensive disaster recovery plan with the practical limitations of budget, resources, and competing operational priorities, especially in a dynamic and uncertain world?

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

This training course is unique because it provides an integrated and strategic approach to both emergency response and disaster recovery, recognizing that a truly resilient organization must prepare for both. While many courses focus on just one aspect, our program bridges the gap between immediate crisis response and long-term business continuity. It is not just about having a plan, it is about having a plan that is actionable, tested, and aligned with business goals. The course moves beyond theoretical concepts and uses a hands-on, scenario-based methodology, allowing participants to work through real-world crises in a safe environment. We place strong emphasis on the human element, including leadership and communication skills, which are critical for an effective response. BIG BEN Training Center is committed to providing a program that gives professionals the knowledge and skills to lead their organizations through any crisis. By providing a comprehensive and practical approach, this course helps create a more resilient and prepared enterprise, setting it apart from other generic training programs.