



Scandinavian Academy
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Course: Organizational Crisis & Risk Governance

Code	City	Hotel	Start	End	Price	Language - Hours
856	Zagreb (Croatia)	Hotel Meeting	2025-04-21	2025-04-25	4950 €	En - 25

Course Introduction

In today's complex business environment, organizations must be equipped to handle crises effectively to safeguard human life, financial stability, and corporate reputation. This Advanced Corporate Risk & Crisis Management training course provides participants with a comprehensive understanding of crisis identification, prevention, and control.

Participants will explore the fundamentals of crisis management, including preparation, response, training, and compliance. The course will cover the different stages of a crisis, the functional structure of crisis management, key roles and responsibilities, and essential response procedures.

A strong emphasis is placed on effective communication and rapid decision-making across all crisis phases: pre-crisis, crisis, and post-crisis. Additionally, participants will learn how to assess and address weaknesses in their crisis management approach to ensure continuous improvement.

The course concludes with a clear distinction between Crisis Management and Risk Management, two often misunderstood concepts, providing participants with a solid foundation for strategic crisis leadership.

Course Objectives

Upon completing this training program, participants will be able to:



- Understand key terms and definitions related to crises and crisis management.
- Analyze the different stages of a crisis and their impact on business operations.
- Identify and implement the essential steps of the crisis management process.
- Define the roles and responsibilities of the Crisis Management Team (CMT).
- Develop and execute a Comprehensive Crisis Management Plan (CMP).
- Establish a Crisis Management Command Center for effective response coordination.
- Create a structured Crisis Management Checklist for rapid decision-making.
- Differentiate between Crisis Management and Risk Management and understand their interdependencies.

Who Should Attend?

- Governing Bodies & CEO-Level Executives
- Executive Management and Directors
- Senior and Middle Management
- Risk & Compliance Management Professionals
- Internal Audit & Internal Control Specialists
- Security, Safety & Facility Management Teams

Course Outline

Module 1: Understanding Crisis and Crisis Management

- Definition of a Crisis and Crisis Management
- Common Types of Crises
- The Link Between Business Continuity Planning (BCP) and Crisis Management

Module 2: Crisis Lifecycle and Management Framework

- The Different Stages of a Crisis: Pre-Crisis, Crisis, and Post-Crisis
- Crisis Management Process: Identification, Assessment, Response, and Recovery



- Real-World Case Studies of Effective and Ineffective Crisis Responses

Module 3: Crisis Management Team (CMT) and Responsibilities

- Formation and Structure of the Crisis Management Team (CMT)
- Roles and Responsibilities of Key Stakeholders
- The Function of the Crisis Communications Team
- Coordinating Internal and External Communications During a Crisis

Module 4: Developing a Comprehensive Crisis Management Plan (CMP)

- Essential Components of a Strong Crisis Management Plan (CMP)
- How to Create a Robust and Actionable Plan
- Conducting Risk Assessments and Vulnerability Analysis
- Ensuring Compliance with Regulatory and Industry Standards

Module 5: Establishing a Crisis Management Command Center

- Setting Up and Operating an Effective **Crisis Management Command Center**
- Tools and Technologies for Crisis Response Coordination
- Best Practices for Crisis Monitoring and Situation Awareness

Module 6: Crisis Management Drills and Continuous Improvement

- Simulating Crisis Scenarios and Conducting Tabletop Exercises
- Evaluating Response Effectiveness and Identifying Gaps
- Implementing Lessons Learned for Future Crisis Preparedness

Module 7: Crisis Management vs. Risk Management

- Defining the Relationship Between Crisis Management and Risk Management
- Proactive vs. Reactive Approaches in Risk Mitigation
- Aligning Crisis Management with Enterprise Risk Management (ERM)



- Realigning Strategies for Business Resilience and Sustainability



The Scandinavian Academy for Training and Development adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training and Development.

Program Timings:

- 9:00 AM to 2:00 PM in Arab cities.
- 10:00 AM to 3:00 PM in European and Asian cities.

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.