مركز الوقت للتدريب
Time Training Center

CERTIFIED CRISIS MANAGEMENT PROFESSIONAL COURSE

Introduction

The Certified Crisis Management Professional course is an intensive, globally aligned program designed to develop leadership capabilities in high-stakes situations. From natural disasters and cyber incidents to operational breakdowns and reputational threats, this course prepares individuals and organizations to respond with confidence and structure. Participants will master the crisis management lifecycle, develop actionable response plans, and gain hands-on experience through simulation drills. This certification is essential for those responsible for safeguarding operations, people, and reputations during critical incidents.

Learning Objectives

- Implement global crisis management frameworks
- Assess risks and activate crisis prevention measures
- Develop and operationalize a Crisis Management Plan (CMP)
- Define roles and run effective crisis command structures
- Lead internal and external crisis communications
- Practice real-time decision-making in simulations
- Coordinate post-crisis recovery and improvement reviews

Course Details

Mode of Training	Classroom or Online
Duration	5 Days

Who Should Attend

- Crisis and incident response managers
- Business continuity and risk professionals
- Emergency management and HSE teams
- PR and corporate communication leaders
- Senior executives driving organizational resilience
- Government and NGO crisis response coordinators

Certificate(s)

Participants who complete a minimum of 80% of the total training hours will receive a **Certificate of Completion** issued by **Time Training Center**. This certificate reflects their active participation and commitment to professional development in the relevant field.

Course Outline

Module 1: Introduction to Crisis Management

- Understanding crisis management in a business context
- Types of crises: operational, reputational, technological, geopolitical
- The crisis management lifecycle: Preparedness → Response → Recovery → Review
- Global standards: ISO 22361, ISO 22301 integration

Module 2: Crisis Preparedness and Risk Analysis

- Risk assessment and vulnerability analysis
- Business Impact Analysis (BIA) basics
- Building crisis scenarios and stress-testing the organization
- Forming the Crisis Management Team (CMT) and defining roles

Module 3: Crisis Management Plan (CMP) Development

- Core components of an effective CMP
- Policy frameworks and plan documentation
- Activation protocols and decision trees
- Maintaining and updating the CMP

Module 4: Crisis Communication Strategies

- Stakeholder communication planning
- Media interaction and press releases
- Social media and digital crisis management
- Message mapping and maintaining public trust

Module 5: Crisis Response and Incident Command

- Crisis command center operations
- Incident management structure and escalation paths
- Coordination with emergency services, legal, and regulatory bodies
- Managing the first 24–72 hours

Module 6: Business Continuity and Recovery

- Aligning CMP with Business Continuity & Disaster Recovery Plans
- Short-term vs. long-term recovery approaches
- Post-crisis evaluation and resilience building
- Psychological first aid and team debriefing

Module 7: Certification Project & Final Assessment

- Hands-on development of a mini CMP
- Tabletop simulation: Real-world crisis response drill
- Certification exam (objective & scenario-based questions)
- Feedback and continuous learning pathways

Methodology

We employ a comprehensive and applied learning strategy, integrating theory with real-world implementation:

- ❖ **Conceptual Learning**: Expert-led sessions on catalytic theory and engineering principles
- ❖ **Interactive Workshops**: Group exercises, presentations, and technical discussion forums
- ❖ **Case-Based Learning**: Industry-specific examples and troubleshooting scenarios
- ❖ **Technology Integration**: Digital tools, simulations, and catalyst modeling applications
- ❖ **Assessment**: Pre-tests, post-tests, and Competence Validation Exams for Certified courses to ensure knowledge transfer and skills validation

Note: Instructors may adjust the training approach to fit technical requirements or participant engagement levels.

Instructors

Our instructors are internationally certified crisis management experts and resilience consultants with over 10 years of experience across corporate, governmental, and humanitarian sectors. They bring practical insights from leading through high-impact events and training cross-functional crisis teams globally. Their instruction emphasizes strategic thinking, agility, and coordination under pressure. Full trainer profiles will be provided upon request.

About Time Training Center

Time Training Center is a leading professional training institute in Abu Dhabi that provides students and professionals with quality education and skill development programs. Time Training Center is accredited by the Abu Dhabi Center for Technical Vocational Education & Training (ACTVET) with a specialization in Computer and Management Training programs and certified by QA QC with ISO 9001:2015.

Operating in Abu Dhabi for over 3 decades, Time Training Center has established brand value as a high-quality Management & Technical Training Center in Abu Dhabi. We have also secured strong loyalty from corporate companies and associations with our holistic and practical teaching approach.

Contact us at
Time Training Center
Office 901
Khalaf Al Otaiba Tower,
Electra Street - Abu Dhabi - United Arab Emirates
Phone: +97126713828
Whatsapp: +971558564000
E-mail: info@timetraining.ae