



# دورة إدارة الأزمات: شهادة ISO 22361 وأفضل الممارسات



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الرجوع: 103600320\_33292 التاريخ: 13 - 17 Apr 2027 الموقع: دبي - Road Zayed Sheikh Marriott by Inn Residence  
الرسوم: Euro 6500

### Course Overview:

Crisis situations can threaten an organization's stability, reputation, and future. The Crisis Management Training Course: ISO 22361 Certification & Best Practices is designed to equip professionals with essential crisis management, response, and recovery skills. Based on ISO 22361 guidelines, this course provides a structured approach to crisis planning, risk assessment, and business resilience. Participants will gain hands-on experience in emergency management, disaster recovery, and incident management, ensuring they can lead effectively during crises. By the end of the course, attendees will be prepared for corporate crisis management certification, enhancing their ability to develop crisis response strategies and maintain business continuity.

### Target Audience:

- Crisis managers and response team leaders
- Business continuity professionals
- Risk management officers
- Corporate security professionals
- Emergency response coordinators
- Senior executives and decision-makers
- Consultants specializing in crisis preparedness

### Targeted Organizational Departments:

- Risk Management
- Business Continuity & Resilience
- Corporate Security & Safety
- Operations & Logistics
- Human Resources & Crisis Communication
- Compliance & Regulatory Affairs
- Emergency and Disaster Response Teams

### Targeted Industries:

- Finance & Banking
- Healthcare
- Manufacturing & Supply Chain
- Technology & IT
- Energy & Utilities
- Public Sector & Government Agencies

## Course Offerings:

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

- Develop a strategic crisis management framework aligned with ISO 22361.
- Implement crisis response and recovery strategies to minimize organizational impact.
- Conduct risk assessment and mitigation planning for crisis scenarios.
- Design and execute business continuity plans.
- Improve crisis leadership competencies for effective decision-making under pressure.
- Apply best practices in crisis communication for internal and external stakeholders.
- Lead corporate crisis management certification initiatives within their organizations.

## Training Methodology:

This course employs a blended learning approach, integrating case studies, crisis simulation exercises, and interactive discussions. Participants will engage in scenario-based learning, applying ISO 22361 best practices to real-world situations. Through expert-led discussions, and practical assignments, attendees will refine their incident management and business resilience skills. Digital tools and templates for crisis planning, response, and recovery will be introduced, allowing participants to immediately apply learned concepts within their organizations.

## Course Toolbox:

- Crisis management frameworks based on ISO 22361 certification.
- Risk assessment and mitigation planning templates.
- Crisis response and business continuity checklists.
- Crisis leadership case studies and best practice reports.
- Crisis simulation exercises and incident response scenarios.

## Course Agenda:

### Day 1: Introduction to Crisis Management & ISO 22361

- Training course objectives and structure
- Topic 1: Standards and crisis management models
- Topic 2: Fundamental concepts of crisis management
- Topic 3: Crisis management capability
- Topic 4: Principles for crisis management
- Topic 5: Crisis communications
- Topic 6: Summary of key learnings and discussion
- Reflection & Review



## Day 2: Crisis Management Framework

- Leadership in crisis management Topic 1: •
- Organizational structure for crisis management Topic 2: •
- The role of organizational culture in crisis response Topic 3: •
- Competence development in crisis management Topic 4: •
- Governance and responsibilities in crisis leadership Topic 5: •
- Ethical considerations in crisis management Topic 6: •
- Summary of key learnings and discussion Reflection & Review: •

## Day 3: Crisis Prevention and Preparedness

- Anticipation of crises Topic 1: •
- Crisis assessment methodologies Topic 2: •
- Prevention and mitigation of crises Topic 3: •
- Preparedness for crises Topic 4: •
- Business continuity and risk assessment integration Topic 5: •
- Scenario planning and crisis simulation exercises Topic 6: •
- Summary of key learnings and discussion Reflection & Review: •

## Day 4: Crisis Response and Recovery

- Immediate response strategies to crises Topic 1: •
- Coordinating an effective crisis response team Topic 2: •
- Crisis communication and stakeholder management Topic 3: •
- Business continuity and operational resilience during crises Topic 4: •
- Recovery planning and post-crisis assessment Topic 5: •
- Continuous improvement and lessons learned from crises Topic 6: •
- Summary of key learnings and discussion Reflection & Review: •

## Day 5: Crisis Leadership and Continuous Improvement

- Leading crisis teams and decision-making under pressure Topic 1: •
- Developing organizational resilience for long-term sustainability Topic 2: •
- Innovation in crisis management strategies Topic 3: •
- Learning from past crises: best practices and case studies Topic 4: •
- Embedding a culture of crisis preparedness in organizations Topic 5: •
- Ethical leadership and crisis management responsibilities Topic 6: •
- Summary of key learnings and discussion Reflection & Review: •

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No specific qualifications are required. However, a background in business continuity, risk management, security, or corporate leadership is beneficial.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session lasts 4-5 hours, totaling 20-25 hours over five days.

What makes this crisis management training unique compared to other programs?

This course is uniquely structured around ISO 22361 guidelines, emphasizing real-world crisis simulations, leadership training, and best practices in risk assessment, business resilience, and emergency response.

**How This Course is Different from Other Crisis Management Courses:**

Unlike traditional crisis management training, this course integrates ISO 22361 certification standards, ensuring alignment with international best practices. It focuses on real-world crisis simulation training, leadership development, and corporate crisis response strategies. Participants gain hands-on experience in crisis planning, response, and recovery, preparing them for professional crisis management certification and leadership roles within their organizations.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السيبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



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## فئات الدورات التدريبية



دورات معتمدة بشهادة CPD



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
الهائية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية



دورات معتمدة من قبل هيئات دولية

## مدن التدريب



اسطنبول - تركيا



أموستردام - هولندا



أنقرة - تركيا



أثينا - اليونان



الرياض - المملكة العربية السعودية



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



باريس - فرنسا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



براغ - جمهورية التشيك



بانكوك - تايلاند



بالي - جمهورية إندونيسيا



باكو - أذربيجان

## مدن التدريب



جاكرتا - جمهورية اندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



برشلونة - اسبانيا



روما - ايطاليا



دبي - الامارات العربية المتحدة



جوهانسبرغ - جنوب افريقيا



جنيف - سويسرا



شهر الشيخ - مصر



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة  
الامريكية



زنبار - تنزانيا



طوكيو - اليابان



طشقند - اوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة  
الامريكية

## مدن التدريب



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



ماربيا - اسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



ميلان - إيطاليا



مونترنو - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



**AGILE LEADERS**  
Training Center

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