



# إدارة المرونة التشغيلية: إتقان المخاطر واستمرارية الأعمال



## إدارة المرونة التشغيلية: إتقان المخاطر واستمرارية الأعمال

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### Course Overview:

Operational disruptions are inevitable, but organizations that master operational resilience can mitigate risks, sustain business continuity, and recover faster from crises. The Operational Resilience Management: Master Risk & Business Continuity Training Course equips professionals with essential knowledge in risk management, crisis response, and cyber resilience. Through this training, participants will develop strategic approaches for business-impact analysis, resilience testing, and compliance management. With a focus on regulatory frameworks, third party risk management, and digital resilience, attendees will gain practical insights into strengthening operational resilience within their organizations. This comprehensive course prepares participants for the Lead Operational Resilience Manager certification, enhancing their expertise in implementing resilience strategies effectively.

### Target Audience:

- Business continuity managers
- Risk managers and compliance officers
- IT and cyber resilience professionals
- Crisis management specialists
- Operations and governance executives
- Consultants specializing in resilience strategies
- Auditors and regulatory professionals

### Targeted Organizational Departments:

- Risk management and compliance
- Business continuity planning
- IT and cybersecurity
- Operations and supply chain management
- Corporate governance
- Regulatory affairs

### Targeted Industries:

- Banking and financial services
- Healthcare and pharmaceuticals
- Telecommunications
- Energy and utilities
- Government and public sector
- Manufacturing and logistics
- Retail and e-commerce

## Course Offerings:

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

- Implement operational resilience frameworks within their organizations.
- Conduct business impact analysis and risk assessment to identify critical business services.
- Develop strategies for crisis management, disaster recovery, and compliance management.
- Enhance cyber resilience and third-party risk management.
- Apply best practices for testing and improving operational resilience.
- Prepare for the Lead Operational Resilience Manager certification.

## Training Methodology:

This course employs an interactive and practical approach, incorporating:

- Case studies on real-world operational resilience challenges.
- Scenario-based learning to simulate crisis response and incident management.
- Discussions to encourage peer learning and industry insights.
- Self-assessments to evaluate participants' resilience strategies.

## Course Toolbox:

- Business resilience frameworks
- Business impact analysis templates
- Risk assessment and mitigation checklists
- Compliance and regulatory standards guides
- Crisis response and recovery planning tools
- Cyber resilience best practices
- Operational resilience scenario testing models

## Course Agenda:

### Day 1: Foundations of Operational Resilience

- Introduction to operational resilience and risk management Topic 1:
- Regulatory and standards framework for resilience Topic 2:
- Identifying critical business services and impact tolerances Topic 3:
- Business continuity and resilience planning Topic 4:
- Governance in operational resilience management Topic 5:
- Risk assessment methodologies Topic 6:
- Key takeaways and discussion Reflection & Review:

## Day 2: Planning Resilience Frameworks

- Business impact analysis fundamentals Topic 1: •
- Risk assessment and mitigation strategies Topic 2: •
- Resource planning and allocation for resilience Topic 3: •
- Third-party risk management and supply chain resilience Topic 4: •
- Cyber resilience and digital protection measures Topic 5: •
- Compliance and regulatory considerations in resilience planning Topic 6: •
- Lessons learned and practical applications Reflection & Review: •

## Day 3: Establishing Resilience Practices

- Cyber resilience best practices and frameworks Topic 1: •
- Crisis response and incident management Topic 2: •
- Developing a resilience organizational culture Topic 3: •
- Disaster recovery planning and testing Topic 4: •
- Leadership and decision-making in resilience management Topic 5: •
- Communication strategies for operational disruptions Topic 6: •
- Group discussions and case study analysis Reflection & Review: •

## Day 4: Testing & Continuous Improvement

- Conducting resilience scenario testing and self-assessments Topic 1: •
- Incident response effectiveness and assessment Topic 2: •
- Monitoring and evaluating operational resilience performance Topic 3: •
- Lessons learned and continuous improvement strategies Topic 4: •
- Integrating resilience into overall business strategy Topic 5: •
- Best practices in resilience planning and adaptation Topic 6: •
- Summary and future action planning Reflection & Review: •

## Day 5: Advanced Resilience Strategies and Certification Exam Preparation

- Certification requirements and exam preparation Topic 1: •
- Advanced risk assessment techniques for operational resilience Topic 2: •
- Industry-specific operational resilience case studies Topic 3: •
- Business continuity and disaster recovery integration Topic 4: •
- Scenario-based exercises and application of learned concepts Topic 5: •
- Ethical considerations and regulatory compliance in resilience management Topic 6: •
- Final review and key takeaways Reflection & Review: •

FAQ:

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

This course is open to professionals involved in risk management, business continuity, and operational resilience. No prior certification is required, but experience in compliance, cybersecurity, or governance 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 approximately 4-5 hours, totaling 20-25 hours of instruction over five days.

How does operational resilience differ from business continuity management?

While business continuity management BCM focuses on preparing organizations to recover from disruptions, operational resilience is broader, emphasizing continuous adaptation, impact tolerance, and proactive risk mitigation strategies.

**How This Course is Different from Other Operational Resilience Courses:**

-Unlike traditional business continuity or risk management courses, this program integrates cyber resilience, third party risk, compliance, and governance strategies into a holistic framework. Participants will gain hands-on experience through scenario-based learning, regulatory case studies, and industry-specific best practices. Furthermore, this course is aligned with the Lead Operational Resilience Manager certification, offering a recognized credential for professionals aiming to advance their careers in operational resilience management. By the end of the program, attendees will be equipped with the tools and knowledge to build resilience strategies, mitigate risks, and enhance business continuity across industries.



## 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 السبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



**AGILE LEADERS**  
Training Center

## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



أمستردام - هولندا



أكرا - غانا



أثينا - اليونان



أبوظبي - الإمارات العربية المتحدة



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



استنبول - تركيا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



الرياض - المملكة العربية السعودية



بانكوك - تايلند



بالي - جمهورية إندونيسيا



بأكو - أذربيجان



باريس - فرنسا

## مدن التدريب



تبليسي - جورجيا



بوكيت - تايلاند



برشلونة - إسبانيا



براغ - جمهورية التشيك



دبي - الإمارات العربية المتحدة



جوهانسبرغ - جنوب إفريقيا



جنيف - سويسرا



جاكرتا - جمهورية إندونيسيا



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة الأمريكية



زنجبار - تنزانيا



روما - إيطاليا



طشقند - أوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة الأمريكية



شرم الشيخ - مصر

## مدن التدريب



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



طوكيو - اليابان



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كاب تاون - جنوب إفريقيا



كوالالمبور - ماليزيا



مونتره - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



ماربيا - إسبانيا



نيس - فرنسا



نairobi - كينيا



ميونخ - ألمانيا



ميلان - إيطاليا

# 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.



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Training Center

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