



دورة إدارة الأزمات: شهادة ISO 22361 وأفضل الممارسات

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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

الدورات التدريبية في مجال البيئة والاستدامة	دورات إدارة الجودة وتطوير العمليات
دورات إدارة و تحليل البيانات ودورات علم البيانات	دورات إدارة و تطوير الموارد البشرية
دورات الذهن السيرياني ودورات تقنية المعلومات	دورات الاتصال الجماهيري و السياسات والعلاقات العامة
دورات التدريب القانوني والهشتريات والتعاقدات	دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات
دورات الحوكمة وإدارة المخاطر والامتثال	دورات السكرتارية وإدارة المكاتب
دورات الصحة والسلامة والذهن المهني	دورات الصيانة ودورات المجالات الهندسية المتنوعة
دورات المحاسبة و التهويل و دورات الإدارة المالية	دورات المهارات الشخصية وتطوير الذات
دورات في مجالات القيادة والإدارة	دورات معتمدة من قبل هيئات دولية
دورات مكتب إدارة المشاريع وإدارة المشاريع الرشيقية	



مدن التدريب

أكرا غانا	أثينا اليونان	أبوظبي الإمارات العربية المتحدة
الجبيل المملكة العربية السعودية	استنبول تركيا	أهستردام هولندا
الرياض المملكة العربية السعودية	الدوحة قطر	الدار البيضاء المغرب
المنامة مملكة البحرين	الكويت الكويت	القاهرة مصر
بالي جمهورية إندونيسيا	باكو أذربيجان	باريس فرنسا
برشلونة إسبانيا	براغ جمهورية التشيك	بانكوك تايلاند
بوكيت تايلاند	بورتو البرتغال	برلين ألمانيا
جاكارتا جمهورية إندونيسيا	تورنتو كندا	تبليسي جورجيا
دبي الإمارات العربية المتحدة	جوهانسبرغ جنوب أفريقيا	جنيف سويسرا
سان دييغو الولايات المتحدة الأمريكية	زنجبار تنزانيا	روما إيطاليا
نصرم الشيخ مصر	سيول كوريا الجنوبية	سنغافورة سنغافورة
طشقند أوزبكستان	طرابزون تركيا	شيكاغو الولايات المتحدة الأمريكية
عن بعد منصة زووم	عمان المملكة الأردنية الهاشمية	طوكيو اليابان



مدن التدريب

كوالالمبور ماليزيا	فيينا النمسا	فرانكفورت ألمانيا
لشبونة البرتغال	لأنكاوي ماليزيا	كيب تاون جنوب إفريقيا
هديد إسبانيا	ماربيا إسبانيا	لندن المملكة المتحدة
ميلان إيطاليا	هونتر سويسرا	هسقط سلطنة عمان
نيس فرنسا	نيروبي كينيا	هيونج ألمانيا
		نيويورك الولايات المتحدة الأمريكية