

# Crisis and Incident Management training course

## What is it?

This is a Business Continuity Institute two-day course, delivered by qualified business continuity experts who will give you the confidence and knowledge to handle a variety of incidents. Practical exercises and theory cover everything from training and forming your own Incident Management Team to crisis communications and you will learn how to measure and manage the impacts of incidents, whether operational or financial.



## Why do I need it and who should attend?

This two day course is aimed at those who are tasked with managing an incident, whether at a strategic or tactical level or those who have to train or exercise others in these roles. It gives practical experience and theoretical guidance for dealing with a variety of incidents. This course will provide you with skills to be confident in a crisis, manage incidents and ensure your business is protected.

## How will I benefit?

This course will provide you with the skills to remain calm and manage in a crisis whilst giving customers and employees confidence that a crisis can be contained. The operational and financial impact to your organization can be reduced by ensuring crisis and incident management is part of your business continuity plans.

## What will I learn?

This course will guide you through what defines an incident and how it affects your organization, how an incident can escalate if not handled correctly, what an incident management plan should contain, how the crisis communications are managed and how to train and exercise the team.

You can book now online by visiting [bsigroup.co.uk/training](https://bsigroup.co.uk/training) or call us on **+44 845 086 9000** today

## How will I learn?

Quickly. We use accelerated learning techniques that encourage interaction and collaboration, keep the workshop varied and put your learning in context. Your tutors are the best in their field and will make sure your learning needs are met. You can choose between public or an in-company workshop tailored to your business – whatever delivers the most positive and successful outcome for you.

## What is Learn Plus?

With Learn Plus, you'll get regular webinars and e-learning resources that support your continual learning. We recognise that after you complete your course, your learning doesn't automatically stop. That's why we take care of it so you can concentrate on putting it into practice.



## Where will I learn?

You won't have to travel far to our first class venues. These include Cranage Hall in rural Cheshire,

the historic Grand Central Hotel in Glasgow and the idyllic Sedgebrook Hall in Northampton. You can also learn in central London and Cardiff.

## Who are we?

As the world's first National Standards body, our expertise in shaping business standards spans more than a century. Our tutors are skilled in transferring knowledge contained within each standard to help you embed excellence within your organization. With over 65,000 clients in 150 countries world-wide, you can trust BSI to help you perform better, reduce risk and grow sustainably.

## Why train with us?

We've audited thousands of businesses using the same standards so we can genuinely benchmark performance. And we can take you from beginner to certification quickly then support you with follow-up courses and webinars – and all this for the price of your workshop.

## Did you know?

"81% of managers whose organizations activated their business continuity arrangements in the last 12 months say that it was effective in reducing disruption."

Civil Contingencies Secretariat, Cabinet Office  
quoted in Planning for the Worst

## Next step

To book this course, call one of our dedicated training experts on **+44 845 086 9000** or book online at [bsigroup.co.uk/training](https://bsigroup.co.uk/training)

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