

Crisis Management and Contingency Planning Delivered by experts in the field

26 May - 5 June 2015 | 9 November - 20 November 2015 | London

Programme

Whatever the crisis, managing it effectively is essential to minimising damage to your organisation. Preparing contingency plans as part of a crisis management plan, is the first step to ensuring you are appropriately prepared for a crisis.

This programme will lead you through real life examples of managing critical incidents delivered by **several highly experienced** guest speakers who have actually dealt with and found themselves accountable for real life situations such as the London bombings, nuclear incidents, widespread flooding and the London riots.

The guest speakers will provide key information allowing you to:

- Plan for every eventuality
- Mitigate risk through effective strategies
- Manage incidents using your extended team as key informed players

You will receive expert insight in the legal consequences of failing to plan and failing to deliver as well as key communication techniques to use in times of crisis. Your new found knowledge will build in to a life-like table top exercise where you will be immersed into a decision making scenario and test yourself in a safe environment.

The programme will also include **visits to key locations in London** that are linked to the management of the London bombings and other critical incidents. The visits are designed to enhance the learning experience and to help develop the skills and knowledge required by key personnel from your organisation.



The programme will be delivered by:
Nigel Hughes

Nigel is a recently retired senior police Commander with Leicestershire police, completing his last year of service in the rank of Temporary Assistant Chief Constable.

During his 31 years of operational experience he has held a variety of command roles that have included: Senior Investigating Officer (investigation of homicide and gross negligence manslaughter); Head of Operations (operational planning and contingency planning); and Head of Corporate Development (business continuity and crisis management).

As an experienced Hostage & Crisis Negotiator, Nigel trained with the FBI in Quantico and was a member of the UK Police International cadre, with operational experience in Iraq and Mali. During the last five years, Nigel has been seconded overseas while supporting a number of European Union Common Security and Defence Policy (CSDP) Missions. He is currently working with the European Union Advisory Mission in Ukraine as a Strategic Specialist Policing Advisor.



Programme aim

History has demonstrated that the ways in which an organisation prepares for and responds to an emerging critical incident, can have a huge impact on its long term sustainability and brand value. Effective crisis management and contingency planning can significantly reduce the negative impact of the event, saving lives and enhancing an organisation's international reputation. Conversely, a weak or ineffective response can result in the unnecessary loss of life, criminal liability and catastrophic organisational damage.

Whilst individual organisations face unique challenges and operate in different environments, the core principles of effective crisis management and contingency planning can be applied worldwide. Using real incidents as a vehicle for learning, this programme provides senior managers, policy makers and specialist planners with cost effective, realistic and sustainable options reflecting current best practice.

The programme aims to give participants a clear understanding of the rationale and business benefits for investing in effective crisis management and contingency planning, while focusing on the key principles and methodologies that have been proven to work in reality. Participants will leave the programme with the necessary skills and knowledge to refine existing contingency plans and improve their crisis management procedures. Participation in this comprehensive programme will also enable responsible organisations to discharge their duty of care to their staff, shareholders and local communities.

Failing to Plan is Planning to Fail!

What you will learn:

- The rationale and business benefits for practicing effective crisis management and contingency planning
- The definitions of threat, risk and vulnerability
- The potential 'costs' associated with ineffective crisis management and contingency planning (human, financial, legal, reputational)
- The composition and key functions of a crisis management team
- The process of identifying key strategic threats and risks from terrorism, criminal acts, natural disasters and loss of key assets and infrastructure
- Time critical decision making
- The importance of decision making logs and accurate record keeping

Benefits of attending - You will be able to:

- Identify key strategic threats and risks from terrorism, criminal acts, natural disasters and loss of key assets and infrastructure
- Apply a scoring matrix to help quantify and assess organisational vulnerability
- Develop strategies and contingency plans to mitigate the impact of identified threats and risks, thereby reducing organisational vulnerability
- Devise training and exercise programmes for chief executives/ senior managers
- Activate a Crisis Management Team (CMT)

2 weeks: £3,850

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Reserve your place now...

Early bird discount **10%** until 31/03/2015
Quote "AGENCIA97" when making a booking

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