

RISK AND CRISIS MANAGEMENT



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TRAINING CENTER



Introduction

Risk and Crisis Management Training Course prepares professionals to anticipate threats, control exposure, and lead their organisations through disruption. Organisations that manage risk well still face crises, and how they respond determines whether damage stays contained or spreads. This programme covers both disciplines as one connected capability. It examines risk identification, assessment, and treatment alongside crisis preparedness, response, and recovery. Furthermore, it draws on ISO 31000 and established crisis management practice. In addition, participants work through live scenarios, decision logs, and communication drills. As a result, they can build resilience that holds under real pressure.

Risk and Crisis Management Course Objectives

- Apply the ISO 31000 risk management principles, framework, and process.
- Build and maintain risk registers with clear ownership and treatment plans.
- Use risk assessment matrices, heat maps, and likelihood-impact scoring.
- Identify emerging, operational, financial, and strategic risks systematically.
- Establish risk appetite statements and tolerance thresholds for the organisation.
- Design crisis management structures, teams, and escalation protocols.
- Develop crisis playbooks, business continuity plans, and recovery strategies.
- Run scenario exercises, tabletop simulations, and stress tests.
- Manage crisis communication with stakeholders, media, and regulators.
- Conduct post-incident reviews and embed lessons into future planning.



Course Methodology

This course combines expert-led input, applied case analysis, and intensive simulation. Participants build a risk register for a live organisational case, then take part in a facilitated crisis simulation with a command team, decision log, and media briefing. In addition, structured debriefs extract transferable lessons. Templates, checklists, and peer review support immediate workplace application.

Who Should Take This Course

- Risk managers, analysts, and enterprise risk officers.
- Crisis, continuity, and resilience managers.
- Operations, security, and emergency response leads.
- Executives and department heads with risk accountability.
- Compliance, audit, and assurance professionals.

Risk and Crisis Management Course Outlines

Day 1: Risk Management Foundations

- Defining risk, uncertainty, and opportunity.
- ISO 31000 principles, framework, and process.
- Risk governance, roles, and the three-lines model.
- COSO ERM components and their application.
- Risk culture and tone at the top.
- Risk appetite and tolerance statements.
- Case study: a risk oversight failure.



Day 2: Identification, Assessment, and Treatment

- Risk identification techniques and workshops.
- Risk taxonomies: strategic, operational, financial, compliance.
- Likelihood-impact matrices and heat maps.
- Bow-tie analysis and root cause tools.
- Risk registers, ownership, and action tracking.
- Treatment options: avoid, reduce, transfer, accept.
- Workshop: building a risk register.

Day 3: Crisis Preparedness and Continuity

- Crisis versus incident versus emergency.
- Crisis management teams and command structures.
- Escalation triggers and decision authorities.
- Business continuity planning and BIA methods.
- Crisis playbooks and response checklists.
- Supply chain and dependency resilience.
- Exercise: drafting a crisis playbook.

Day 4: Crisis Response, Communication, and Recovery

- Activating the crisis plan and first-hour actions.
- Decision logs, situation reporting, and war rooms.
- Crisis communication and spokesperson protocols.
- Stakeholder, media, and regulator engagement.
- Managing reputational and operational impact.

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- Recovery planning and service restoration.
- Simulation: a full crisis response drill.

Day 5: Learning, Assurance, and Resilience Building

- Post-incident review methodology and timelines.
- Root cause analysis and corrective actions.
- Testing, exercising, and maturity assessment.
- Risk reporting to boards and committees.
- Embedding lessons into policy and training.
- Building organisational resilience capability.
- Action planning for risk and crisis readiness.

Conclusion

By successfully completing the Risk and Crisis Management Training Course, participants will have acquired the knowledge to apply ISO 31000, build effective risk registers, and lead structured crisis response with confidence. They will understand how risk appetite, continuity planning, and crisis communication protect operations and reputation during disruption. As a result, they can strengthen resilience across their organisations. Gentex Training Center delivers this programme with practical templates participants apply directly in risk, continuity, and operational roles.

FAQs for the Risk and Crisis Management course





Q1 What is the "Risk and Crisis Management" course about?

It covers how organisations identify and treat risk before events occur, and how they respond when a crisis breaks. The course combines ISO 31000 risk processes with crisis preparedness, response, communication, and recovery, so participants can manage both prevention and disruption.

Q2 What are the key benefits of the "Risk and Crisis Management" course?

Participants gain a structured method for spotting threats early and controlling them before they escalate. The course improves decision speed during disruption through clear escalation triggers and playbooks, strengthens continuity and communication readiness, and reduces operational, financial, and reputational damage.

Q3 What skills will I gain from the "Risk and Crisis Management" course?

Participants develop risk identification and assessment, risk treatment and register management, crisis preparedness and continuity planning, and crisis response and communication. These four skills form the core capability set the course reinforces through its simulations.



Q4 What tools, methods, or standards are covered in the "Risk and Crisis Management" course?

The course covers ISO 31000 risk management, the COSO ERM framework, the three-lines model, risk registers, likelihood-impact matrices and heat maps, bow-tie analysis, risk appetite and tolerance statements, business impact analysis (BIA), business continuity planning, crisis playbooks, decision logs, tabletop exercises and stress testing, and post-incident review methods.

Q5 How is the "Risk and Crisis Management" course applied in real-world practice?

Professionals apply it by maintaining live risk registers with named owners and treatment deadlines, setting escalation triggers for crisis teams, and rehearsing response through tabletop and full-scale drills. They also run post-incident reviews, track corrective actions, and report risk exposure to boards and committees.