

Course Name:	Organization Crisis Management – Their Causes Prevention and Handling
Duration:	1 Day
Medium of Instruction:	Cantonese (with handout in English)
Award of Certificate:	Certificate of Attendance

Nature and Objectives:

Modern organizations cannot avoid all forms of threats caused by the natural environment, human and technology. They need a way to manage these emergencies and assure the continuity of their operations. A well-coordinated response can save lives, property and public reputation. To address the issues, some organizations establish Disaster and Recovery Plans, which cope with IT only, and some others establish Business Continuity Plans. In fact, the ultimate solution is to transform a crisis-prone organization to a crisis-prepared one. This course provides participants with the essential knowledge necessary to identify a crisis-prone organization and helps participants to understand the possible causes of crisis. It provides participants with insight of the conditions, phases and effects of typical crises and explains the common faults that will likely trigger crisis. Throughout the course, participants will learn how to transform a crisis-prone organization to be crisis-prepared, and how to establish strategies and tactical plans to handle a crisis. In addition to theory, case study, workshop and experience sharing sessions will be used to demonstrate “how-to” implement the theories.

Who Should Attend:

This course is valuable for business continuity planners, IT professionals and business managers who will need to know the skills for identifying potential problem sources that may lead to crises; and the ways to transform a crisis-prone situation to a crisis-prepared situation. Those who are required to develop and/or implement crisis management plans will also benefit from this course.

Course Outline:

Crisis Management – The Need for A Systemic View

- What is a Crisis?
- Conditions of a Crisis
- Phases of a Crisis
- Effects of a Crisis
- Origins and Clusters of Crises
- Types and Stages of Crisis Management
- Establishing a Crisis-prepared Organization**
- Organization Design
- Crisis-prone and Crisis-prepared Organizations
- The Influence of Size and Time
- Management Style
- Crisis Management Unit
- Strategic Considerations
 - Business – IT Relationship
 - Stakeholders
 - Top Management Involvement
 - Corporate Concerns
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- Emergent Process
- Establishing a Crisis-prepared Organization**
- Challenging Assumptions
- Diagnosing the Potential Danger
- Auditing for Crisis-preparedness
 - Strategic
 - Technical and Structural
 - Evaluation and Diagnosis
 - Communication
 - Psychology and Culture
- Developing a Crisis Management Plan
- Execution and Review of Crisis Management Plan**
- Declaration of a Crisis/an Emergency
- Direction and Coordination of Emergency Operations
- Actions by Emergency Response Team
- Lesson Learned from the Crisis/Emergency
- Existing Plan Review
- Recommendation for Improvement