



# Crisis Management Workshop Details



The ILS Online Crisis Management Workshop is a skills-building training designed to introduce participants to the complexities and challenges of crisis management. The workshop is instructor-led and highly interactive, utilizing an immersive simulation. Participants will be required to manage a crisis as it unfolds over the course of the simulation and must have access to their emails and their mobile phones for the duration of the scenario.

**Participants will learn how to:**

- ✓ Reduce the impact of crises on your organisation's staff, operations and reputation
- ✓ Strengthen your organisation's capacity to deal with and recover from a crisis
- ✓ Demonstrate the complexity and ramifications of crisis management
- ✓ Identify areas for development within the current crisis management plan, annexes and processes

Module	Title and activities	Time
1	<b>Overview of Crisis Management Plan and Processes</b> <ul style="list-style-type: none"> <li>• Introduction webinar with all participants</li> <li>• Q&amp;A session</li> </ul>	90 mins
2	<b>Simulation: Intro</b> <ul style="list-style-type: none"> <li>• Simulation Intro, Rules and Guidelines</li> <li>• Group discussion and formation of Crisis Management Team</li> </ul>	60 mins
	<b>Simulation: Part 1</b> <ul style="list-style-type: none"> <li>• Breakout / Group Work</li> <li>• Crisis Management Team meeting</li> <li>• Simulation Group Inserts</li> </ul>	90 Mins
	<b>Simulation: Part 2</b> <ul style="list-style-type: none"> <li>• Breakout / Group Work</li> <li>• Crisis Management Team meeting</li> <li>• Simulation Group Inserts</li> <li>• </li> </ul>	90 Mins
	<b>Simulation: End</b> <ul style="list-style-type: none"> <li>• Breakout / Group Work</li> <li>• End Simulation</li> <li>• Group Reflection / Decompression</li> <li>• Intro to Debrief / Post-Simulation Review</li> </ul>	60 mins
3	<b>Post-Simulation Review</b> <ul style="list-style-type: none"> <li>• Debrief Webinar for all participants</li> <li>• After action Review</li> </ul>	60 mins
<p style="text-align: center;"><b>COURSE TOTAL: 7.5 hours</b> (equivalent to 1-day face-to-face training course)  <b>NB:</b> bespoke options are available on request such as: a follow-up review webinar with key organisational stake holders; a shortened version of the crisis simulation; context-specific simulations.</p>		