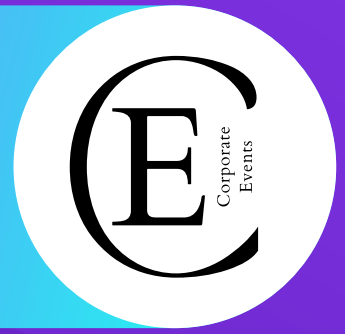


# STRATEGIC CRISIS MANAGEMENT, INCORPORATING SECURITY & MAJOR EMERGENCY RESPONSE

ESSENTIAL SKILLS FOR ALL  
EMERGENCY RESPONDERS

23rd - 27th - June 2025 | Hotel Sofitel Duabi - UAE



## COURSE OVERVIEW

In an unpredictable world, crisis management is essential to protect business continuity and reputation. From natural disasters to cyberattacks and social media fallout, disruptions are growing in scope and frequency. This course equips leaders with practical tools, strategies, and the right mindset to lead through uncertainty.

Focusing on authentic leadership, it blends strategic and hands-on crisis management skills - covering emergency response, decision-making, communication, and team psychology under pressure. Through case studies and role-play, participants will build confidence to lead decisively in any crisis.

- **Be crisis-ready:** Master preparation, response, recovery, and mitigation.
- **Lead at every level:** Use the Five Levels of Leadership.
- **Think like a leader:** Build resilience and emotional intelligence.
- **Avoid mistakes:** Stay calm, focused, and in control.
- **Decide fast:** Make smart, strategic decisions under pressure.
- **Know your team:** Understand stress and guide behavior.

## COURSE OBJECTIVES

Participants will be able to:

- Master strategic crisis response through assessment and planning.
- Create fast, effective response strategies for any crisis.
- Recognize harmful leadership habits & apply success-driven behaviors.
- Use Incident Command Systems (ICS) for organized crisis coordination.
- Strengthen multi-agency collaboration through joint planning & exercises.
- Boost leadership performance under pressure with proven techniques.

## WHO SHOULD ATTEND

This course is ideal for professionals in senior roles such as Chiefs, Directors, Heads, Managers, and Executives involved in Crisis Management, Emergency Response, Health & Safety, Security Management, Risk Management, Operations, Facilities Management, Business Continuity & Recovery, and Asset Management. It is also highly relevant for those overseeing Emergency Response and Crisis Management functions, as well as professionals responsible for Health, Safety, and Environment (HSE) within their organizations.

## ORGANIZATIONAL IMPACT

This course significantly enhances your organization's crisis management capabilities. It enables faster and more effective responses, minimizing disruption and damage. Leaders will be equipped to make better, more strategic decisions under pressure, while strengthening team coordination and communication. By avoiding common leadership pitfalls, your organization can reduce risks and ensure smoother crisis navigation. The course also supports robust recovery planning, helping maintain business continuity and boosting overall employee confidence in the process.

## PERSONAL IMPACT

On a personal level, the course sharpens leadership skills, especially in high pressure situations. Participants will gain the confidence to lead teams through crises with clarity and resilience. It enhances decision-making capabilities and expands your skill set in crisis communication, emergency planning, and recovery. By learning to anticipate challenges and prepare effectively, you'll become a more adaptable, reliable, & forward-thinking leader.

## COURSE TRAINER



**Mr. Dieter Moll**

CORPORATE & INDUSTRY LEAD TRAINER

**Dieter Moll** is a seasoned trainer, instructional designer, and supervisor with a passion for creating engaging, media-rich learning environments. He excels at simplifying complex topics through interactive methods like role-plays, simulations, and case studies, particularly in safety and security training. Based in Cape Town, South Africa, Dieter runs Risk Control Specialist, offering international classroom and On-the-Job (OJT) training. His consulting helps both job seekers and employers gain essential knowledge and tools for success.

- **Safety, Security & Risk Management**
- **Leadership in Training Operations**
- **Adult Learning & Workforce Development**
- **Compliance, Policy & ISO Standards**

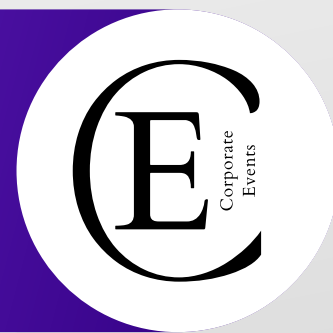
A strong believer in the Socratic method, Dieter encourages learning through inquiry, promoting deeper understanding and retention. He integrates Adult Learning Theory into every session, using structured, practical, and dynamic approaches to ensure effective learning. As an instructional designer, he develops interactive courses, manuals, and job aids, supporting real-world application and career development. Dieter has also led training departments, managed operations, and developed high-tech learning facilities, consistently driving performance and teamwork.

His expertise spans risk management, policy writing, safety compliance, and crisis response. He's a certified ISO lead auditor with experience in hospitality, industrial, and security sectors. Dieter's mission is to deliver transformative, empowering training that inspires confidence and long-term growth. A lifelong learner, he stays at the forefront of training innovation to help individuals and organizations thrive.

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## COURSE CONTENT

### DAY 1: EVALUATE, MITIGATE & RESPONDING TO CHALLENGES

- Understanding Strategic Crisis Management.
- Consider the complete range of risks to your organisation.
- CMT and ERT - Roles & Responsibilities.
- Issues management, master this before it becomes a Crisis.
- Who else inside and outside the organisation should be involved?
- Five deadly Leadership behaviours & Six winning strategies.
- Understanding 'denial-curve' & 'group-think' syndromes.

### DAY 2: PLANNING & SECURITY – WHO AND WHAT ELSE SHOULD BE CONSIDERED

- Security Management & Asset Protection.
- Case Studies, why some companies fail, & others survive.
- Based on the previous module, self-evaluation questionnaire.
- Developing, improving & implementing Emergency Response Plans.
- Business Continuity Management (BCM) Strategies.
- Case Study and Workshop.

### DAY 3: DAY 3: CRISIS COMMUNICATIONS & INCIDENT ON-SCENE MANAGEMENT

- Incident Command Systems (ICS).
- On Scene Crisis Management, essential elements for success.
- Emergency Communication Centres, avoiding the ten most common mistakes.
- Reputation Management.
- Press Conference & step by step guidance on how to conduct TV interviews.
- Case Study.
- Exercise: Crisis Communications Strategy

### DAY 4: DAY 4: THE HUMAN FACTOR – WHAT CAN GO RIGHT AND WHAT CAN GO WRONG?

- Alerting and Warning.
- Evacuation Strategies.
- Major Incident Simulation - Role Playing Workshop.
- Psychological & Welfare concerns in Crisis Management.
- How to improve staff morale & confidence in the process?
- Questionnaire, are your batteries in good condition.
- Corporate Case Study.

### DAY 5: CRISIS MANAGEMENT PLAN TESTING, TRAINING AND EXERCISING

- Case Studies x 3 with the same root cause, are we learning.
- Exercises: a program of learning and of validating plans and procedures.
- How to get advantageous results from an exercise?
- Post Incident evaluations, debriefing skills, managing hot & cold de-briefs.
- Critique report writing, executive summaries and key recommendations.

## TRAINING METHODOLOGY

This training seminar combines a variety of methods to enhance learning:

**Workshops & Role-Playing:** Simulated crisis scenarios to develop practical decision-making & leadership skills.

**Case Studies:** Real-life examples to apply lessons and best practices.

**Group Discussions:** Peer learning to share insights and solutions.

**Crisis Communication Simulations:** Exercises to refine communication under pressure.

**Self-Assessments & Practical Tools:** Tools and templates for immediate application in crisis management.

This hands-on approach ensures participants gain both theoretical knowledge and practical skills for effective crisis leadership.

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## REGISTRATION FORM

To register, simply email the scan copy of the signed registration form on [training@corevents.org](mailto:training@corevents.org)

### REGISTRATION DETAILS

▪ Name:	_____
Job Title:	_____
Email:	_____
Mobile:	_____
▪ Name:	_____
Job Title:	_____
Email:	_____
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Mobile:	_____
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Job Title:	_____
Email:	_____
Mobile:	_____

### PAYMENT MODE

- Payments will be made by Credit Card or by Bank transfer, an Invoice will be sent after we receive the signed & filled registration form.
- Payment has to be made within 5 working days upon receiving an invoice.

### ORGANIZATION DETAILS

Company:	_____
Telephone:	_____
Country:	_____
Address:	_____

### AUTHORIZED BY

Signature:	_____
Name:	_____
Date:	_____
Email:	_____

### PAYMENT DETAILS

#### Credit Card Holder's Details - To Send Payment Link

First Name:	_____
Last Name:	_____
Email:	_____
Country:	_____

### BOOK & PAY

**Book before 19th May  
2025, Pay  
USD 4,495 per delegate.**

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2025, Pay  
USD 4,995 per delegate.**

#### Group Discount:

- 10% off on the registration of 2-3 participants.
- 20% off on the registration of 4-5 participants.
- 35% off on the registration of 6 or more participants.

**EVENT CODE:** CMIS-25

**DATE:** 23rd - 27th - June 2025, Hotel Sofitel Duabi - UAE

**Time:** 09:00 am - 04:30 pm (UAE Standard Time)

### TERMS & CONDITIONS

#### Customer Information:

Fees include all the tuition, full course documentation, lunches and refreshments for the duration of the programme.

#### Incidental expenses:

Corevents is NOT responsible for covering airfare or other travel costs incurred by registrants. Delegates will be responsible for their own accommodation. Delegates are strongly advised to obtain relevant travel visas up to 3 weeks prior to the course. An invoice will be sent upon receipt of registration form. Payment must be received in full prior to the course start.

#### Disclaimer:

Corevents reserves the right to change or cancel any part of its published programme due to unforeseen circumstances.

#### Cancellation policy:

A full refund less an administration fee of \$100 will be given for cancellation requests received up to 20 working days before the event. Cancellations must be made in writing (email) and reach this office before the 20 working day deadline. Delegates who cancel less than 20 working days before the event, or who don't attend, are liable to pay the full course fee and no refunds can be given. However, if you wish to transfer to another course of the same value, and you have paid your course fee in full, you will only be invoiced for 50% of the new course fee. Please note that you can only transfer once. Please note that the next course must take place within 12 months of the initial application. Of course, a replacement is always welcome. Corevents reserves the right to change the time and meeting venue.