



Crisis Management Training Course: ISO 22361 Certification & Best Practices

22 - 26 Dec 2025
Milan



Crisis Management Training Course: ISO 22361 Certification & Best Practices

Ref.: 103600320_47382 **Date:** 22 - 26 Dec 2025 **Location:** Milan **Fees:** 5700 **Euro**

Course Overview:

Crisis situations can threaten an organization's stability, reputation, and future. The Crisis Management Training Course: ISO 22361 Certification & Best Practices is designed to equip professionals with essential crisis management, response, and recovery skills. Based on ISO 22361 guidelines, this course provides a structured approach to crisis planning, risk assessment, and business resilience. Participants will gain hands-on experience in emergency management, disaster recovery, and incident management, ensuring they can lead effectively during crises. By the end of the course, attendees will be prepared for corporate crisis management certification, enhancing their ability to develop crisis response strategies and maintain business continuity.

Target Audience:

- Crisis managers and response team leaders
- Business continuity professionals
- Risk management officers
- Corporate security professionals
- Emergency response coordinators
- Senior executives and decision-makers
- Consultants specializing in crisis preparedness

Targeted Organizational Departments:

- Risk Management
- Business Continuity & Resilience
- Corporate Security & Safety
- Operations & Logistics
- Human Resources & Crisis Communication
- Compliance & Regulatory Affairs
- Emergency and Disaster Response Teams

Targeted Industries:

- Finance & Banking
- Healthcare
- Manufacturing & Supply Chain
- Technology & IT
- Energy & Utilities
- Public Sector & Government Agencies

Course Offerings:

By the end of this course, participants will be able to:

- Develop a strategic crisis management framework aligned with ISO 22361.
- Implement crisis response and recovery strategies to minimize organizational impact.
- Conduct risk assessment and mitigation planning for crisis scenarios.
- Design and execute business continuity plans.
- Improve crisis leadership competencies for effective decision-making under pressure.
- Apply best practices in crisis communication for internal and external stakeholders.
- Lead corporate crisis management certification initiatives within their organizations.

Training Methodology:

This course employs a blended learning approach, integrating case studies, crisis simulation exercises, and interactive discussions. Participants will engage in scenario-based learning, applying ISO 22361 best practices to real-world situations. Through expert-led discussions, and practical assignments, attendees will refine their incident management and business resilience skills. Digital tools and templates for crisis planning, response, and recovery will be introduced, allowing participants to immediately apply learned concepts within their organizations.

Course Toolbox:

- Crisis management frameworks based on ISO 22361 certification.
- Risk assessment and mitigation planning templates.
- Crisis response and business continuity checklists.
- Crisis leadership case studies and best practice reports.
- Crisis simulation exercises and incident response scenarios.

Course Agenda:

Day 1: Introduction to Crisis Management & ISO 22361

- **Topic 1:** Training course objectives and structure
- **Topic 2:** Standards and crisis management models
- **Topic 3:** Fundamental concepts of crisis management
- **Topic 4:** Crisis management capability
- **Topic 5:** Principles for crisis management
- **Topic 6:** Crisis communications
- **Reflection & Review:** Summary of key learnings and discussion



Day 2: Crisis Management Framework

- **Topic 1:** Leadership in crisis management
- **Topic 2:** Organizational structure for crisis management
- **Topic 3:** The role of organizational culture in crisis response
- **Topic 4:** Competence development in crisis management
- **Topic 5:** Governance and responsibilities in crisis leadership
- **Topic 6:** Ethical considerations in crisis management
- **Reflection & Review:** Summary of key learnings and discussion

Day 3: Crisis Prevention and Preparedness

- **Topic 1:** Anticipation of crises
- **Topic 2:** Crisis assessment methodologies
- **Topic 3:** Prevention and mitigation of crises
- **Topic 4:** Preparedness for crises
- **Topic 5:** Business continuity and risk assessment integration
- **Topic 6:** Scenario planning and crisis simulation exercises
- **Reflection & Review:** Summary of key learnings and discussion

Day 4: Crisis Response and Recovery

- **Topic 1:** Immediate response strategies to crises
- **Topic 2:** Coordinating an effective crisis response team
- **Topic 3:** Crisis communication and stakeholder management
- **Topic 4:** Business continuity and operational resilience during crises
- **Topic 5:** Recovery planning and post-crisis assessment
- **Topic 6:** Continuous improvement and lessons learned from crises
- **Reflection & Review:** Summary of key learnings and discussion

Day 5: Crisis Leadership and Continuous Improvement

- **Topic 1:** Leading crisis teams and decision-making under pressure
- **Topic 2:** Developing organizational resilience for long-term sustainability
- **Topic 3:** Innovation in crisis management strategies
- **Topic 4:** Learning from past crises: best practices and case studies
- **Topic 5:** Embedding a culture of crisis preparedness in organizations
- **Topic 6:** Ethical leadership and crisis management responsibilities
- **Reflection & Review:** Summary of key learnings and discussion

FAQ:



What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No specific qualifications are required. However, a background in business continuity, risk management, security, or corporate leadership is beneficial.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session lasts 4-5 hours, totaling 20-25 hours over five days.

What makes this crisis management training unique compared to other programs?

This course is uniquely structured around ISO 22361 guidelines, emphasizing real-world crisis simulations, leadership training, and best practices in risk assessment, business resilience, and emergency response.

How This Course is Different from Other Crisis Management Courses:

Unlike traditional crisis management training, this course integrates ISO 22361 certification standards, ensuring alignment with international best practices. It focuses on real-world crisis simulation training, leadership development, and corporate crisis response strategies. Participants gain hands-on experience in crisis planning, response, and recovery, preparing them for professional crisis management certification and leadership roles within their organizations.



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Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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