



## **Strategic Direction for Major Incidents and Emergencies Course**



**AGILE LEADERS**  
Training Center

## Strategic Direction for Major Incidents and Emergencies Course

### Overview

Strategic Direction for Major Incidents and Emergencies Course is a five-day practitioner course for senior managers, crisis leaders, emergency planners, incident coordinators, continuity professionals, and executives who leave with a Strategic Incident and Emergency Direction Pack. Participants set escalation thresholds, establish executive command interfaces, interpret strategic situation information, direct priorities and resources, coordinate stakeholders, govern recovery transition, and capture lessons. The course remains above tactical incident command. Agile Leaders Training Center presents strategic incident and emergency direction as executive governance practice.

### Who Should Attend

- Senior leaders responsible for strategic direction during major disruption
- Professionals responsible for crisis governance and executive decision support
- Teams coordinating incident, emergency, continuity, and recovery interfaces
- Leaders responsible for priority setting and resource direction
- Executives accountable for recovery transition and lessons governance

The course assumes participants already support senior operational or crisis decisions and leaves out tactical incident command, field operations, emergency procedures, and message-writing practice.

### Departments and Industries

The course supports departments and industries requiring executive direction across complex incidents and emergencies.

- Crisis management, emergency planning, and business continuity
- Government services, healthcare, education, and public infrastructure
- Energy, utilities, transport, logistics, and construction
- Banking, insurance, telecommunications, and technology
- Manufacturing, retail, hospitality, and professional services

### Learning Objectives

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



- Analyze incident conditions against strategic escalation thresholds
- Build executive crisis governance and command-interface arrangements
- Prioritize policy objectives, critical outcomes, and constrained resources
- Use strategic situational awareness to support traceable decisions
- Evaluate coordination, recovery-transition, and consequence tradeoffs
- Develop lessons governance actions for strengthened readiness

## **Course Agenda**

### **Day 1: Strategic Escalation and Governance**

- Strategic Incident Escalation Threshold Matrix
- Executive Crisis Governance Mandate
- Strategic Command Interface Map
- Decision Authority and Delegation Record
- Major Incident Consequence Profile

### **Day 2: Situation Assessment and Priorities**

- Strategic Situational Awareness Framework
- Incident Assumption and Evidence Log
- Objectives and Priority Decision Record
- Critical Outcome Protection Matrix
- Decision Uncertainty and Dilemma Review

### **Day 3: Resources and Coordination**

- Strategic Resource Direction Log
- Cross-Functional Coordination Map
- Multi-Organization Dependency Register
- Stakeholder Coordination Responsibility Matrix
- Policy Constraint and Exception Record

### **Day 4: Recovery Transition and Lessons**

- Response-to-Recovery Transition Gate
- Recovery Leadership Handover Checklist
- Residual Consequence Assessment
- Strategic Decision Review Timeline
- Lessons Governance and Action Register



## **Day 5: Strategic Direction Practice**

- Exercise: Apply Incident Escalation Thresholds
- Exercise: Set Strategic Objectives and Priorities
- Exercise: Direct Resources and Coordination
- Exercise: Govern the Recovery Transition
- Capstone: Strategic Incident and Emergency Direction Pack

## **Practical Exercises**

The course uses a developing major-incident case so participants can practise strategic incident and emergency direction without assuming tactical field command.

- Suggested activity: assess consequences and apply escalation thresholds to activate an executive governance structure.
- Suggested activity: interpret incomplete situation information and record strategic objectives, priorities, assumptions, and decisions.
- Suggested activity: direct constrained resources and coordinate dependencies across functions and organizations.
- Suggested activity: approve recovery-transition conditions and assemble the Strategic Incident and Emergency Direction Pack.

## **FAQs**

### **Who suits strategic incident and emergency direction training?**

Senior managers, crisis leaders, emergency planners, incident coordinators, continuity professionals, and executives suit the course when they already support strategic or operational decisions.

### **How does strategic incident direction differ from tactical incident command?**

Strategic direction sets governance, policy objectives, priorities, resource direction, coordination expectations, and recovery conditions. Tactical incident command directs on-scene operations and task execution.

### **When should a major incident be escalated to executive crisis governance?**

Escalation should occur when defined thresholds show consequences, uncertainty, cross-functional impact, resource conflict, stakeholder exposure, policy implications, or recovery complexity beyond routine incident authority.



## **What should strategic situational awareness contain during an emergency?**

Strategic situational awareness should contain verified facts, assumptions, consequences, critical dependencies, response capacity, resource constraints, stakeholder impacts, decision deadlines, and credible outlooks.

## **What is included in the Strategic Incident and Emergency Direction Pack?**

The pack includes escalation thresholds, a governance mandate, command interfaces, situation assessment, objectives and priorities, resource direction, coordination dependencies, recovery-transition gates, decision reviews, and lessons actions.

## **Conclusion**

Participants leave with a Strategic Incident and Emergency Direction Pack connecting escalation, executive governance, situational awareness, priorities, resources, coordination, recovery transition, and lessons governance. The pack creates a traceable basis for senior decisions across a developing incident. It separates executive direction from tactical command while maintaining operational alignment.

## Training Course Categories

Agile PM and Project Management Training Courses

Agribusiness & Food Security Training Courses

Certified Courses By International Bodies

Communication and Public Relations Training Courses

Crisis Management and Business Continuity Training Courses

Data Analytics Training and Data Science Courses

Digital Government & Public Service Training Courses

Education and Learning Development Training Courses

Environment & Sustainability Training Courses

Facilities and Real Estate Training Courses

Finance and Accounting Training Courses

Governance, Risk and Compliance Training Courses

Healthcare Management Training Courses

Heritage Conservation and Museum Management Training Courses

Hospitality and Tourism Training Courses

Human Resources Training and Development Courses

IT Security Training & IT Training Courses

Leadership and Management Training Courses

Legal Training, Procurement and Contracting Courses

Maintenance Training and Engineering Training Courses

Marketing, Customer Relations, and Sales Courses

NGO, Humanitarian and Development Management Training Courses

Occupational Health, Safety and Security Training Courses

Oil & Gas Training and Other Technical Courses

Personal & Self-Development Training Courses

Quality and Operations Management Training Courses



# Training Course Categories

Secretarial and Administration Training Courses

Shipping, Maritime and Ports Training Courses



## Training Cities

|                                 |                             |                                     |
|---------------------------------|-----------------------------|-------------------------------------|
| <b>Abu Dhabi</b><br>UAE         | <b>Accra</b><br>Ghana       | <b>Amman</b><br>Jordan              |
| <b>Amsterdam</b><br>Netherlands | <b>Athens</b><br>Greece     | <b>Baku</b><br>Azerbaijan           |
| <b>Bali</b><br>Indonesia        | <b>Bangkok</b><br>Thailand  | <b>Barcelona</b><br>Spain           |
| <b>Berlin</b><br>Germany        | <b>Cairo</b><br>Egypt       | <b>Cape town</b><br>South Africa    |
| <b>Casablanca</b><br>Morocco    | <b>Chicago</b><br>USA       | <b>Doha</b><br>Qatar                |
| <b>Dubai</b><br>UAE             | <b>Frankfurt</b><br>Germany | <b>Geneva</b><br>Switzerland        |
| <b>Istanbul</b><br>Turkey       | <b>Jakarta</b><br>Indonesia | <b>Johannesburg</b><br>South Africa |
| <b>Kuala Lumpur</b><br>Malaysia | <b>Kuwait</b><br>Kuwait     | <b>Langkawi</b><br>Malaysia         |
| <b>Lisbon</b><br>Portugal       | <b>London</b><br>UK         | <b>Madrid</b><br>Spain              |
| <b>Manama</b><br>Bahrain        | <b>Marbella</b><br>Spain    | <b>Milan</b><br>Italy               |
| <b>Montreux</b><br>Switzerland  | <b>Munich</b><br>Germany    | <b>Muscat</b><br>Oman               |
| <b>Nairobi</b><br>Kenya         | <b>New York</b><br>USA      | <b>Nice</b><br>France               |

## Training Cities

**Paris**

France

**Phuket**

Thailand

**Port Louis**

Mauritius

**Porto**

Portugal

**Prague**

Czech Republic

**Rome**

Italy

**San Diego**

USA

**Seoul**

South Korea

**Sharm El-Sheikh**

Egypt

**Singapore**

Singapore

**Tashkent**

Uzbekistan

**Tbilisi**

Georgia

**Tokyo**

Japan

**Toronto**

Canada

**Trabzon**

Turkey

**Vienna**

Austria

**Zanzibar**

Tanzania

**Zoom**

Online Training

**Zurich**

Switzerland