



# Crisis Operations and Contingency Control Training Course

1 – 5 February 2027  
Milan

## Crisis Operations and Contingency Control Training Course

**Ref:** 668\_151103 **Date:** 1 – 5 February 2027 **Location:** Milan **Fees:** 5700 Euro

### Overview

Crisis Operations and Contingency Control Training Course is a five-day practitioner course for crisis managers, contingency planners, operations leaders, emergency coordinators, continuity professionals, and risk managers who leave with a Crisis Operations Control Playbook. Participants establish governance, escalation, operating rhythms, situation reports, decision logs, resource coordination, contingency triggers, scenario testing, performance measures, and after-action improvement. Agile Leaders Training Center presents crisis operations and contingency control as a disciplined method for turning plans into coordinated action.

### Who Should Attend

- Professionals responsible for coordinating organizational crisis operations
- Personnel responsible for contingency plans, triggers, and alternative actions
- Operations leaders responsible for resources, dependencies, and execution priorities
- Emergency coordinators responsible for escalation, situation reporting, and response interfaces
- Risk and continuity professionals responsible for plan testing and improvement

The course assumes participants contribute to crisis, emergency, risk, operations, or continuity work and leaves out media spokesperson training, generic leadership development, and management-system certification.

### Departments and Industries

The course supports departments and industries that require coordinated operating control during disruption and uncertainty.

- Crisis management, emergency coordination, and business continuity
- Operations, facilities, security, and supply chain management
- Risk, compliance, corporate governance, and internal assurance
- Government services, healthcare, utilities, and infrastructure
- Financial services, manufacturing, logistics, and technology operations

### Learning Objectives

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



- Apply crisis governance, activation, escalation, and role controls
- Build an operating rhythm for situation awareness and coordinated action
- Use decision, action, issue, and resource logs during disruption
- Evaluate contingency triggers and alternative operating actions
- Analyze exercise evidence and operational performance measures
- Prioritize corrective actions through after-action improvement planning

## **Course Agenda**

### **Day 1: Crisis Governance and Activation**

- Crisis Governance and Accountability Matrix
- Activation Threshold and Trigger Register
- Escalation Route and Authority Map
- Response Role and Handover Card
- Operating Assumption Check

### **Day 2: Operating Rhythm and Information**

- Crisis Meeting Cadence Design
- Situation Report Structure
- Decision and Rationale Log
- Action, Issue, and Dependency Tracker
- Common Operating Picture Review

### **Day 3: Resources and Contingency Control**

- Critical Resource Coordination Board
- Constraint and Bottleneck Register
- Contingency Option Comparison Matrix
- Alternative Action Activation Rule
- Cross-Team Interface Control

### **Day 4: Testing and Performance**

- Scenario Test Objective and Scope
- Exercise Inject and Observation Plan
- Crisis Operations Performance Measures
- Control Gap and Deviation Record
- After-Action Review Structure



## **Day 5: Operational Improvement Practice**

- Exercise: Activate and Escalate a Crisis
- Exercise: Run a Crisis Operating Rhythm
- Exercise: Select a Contingency Action
- Exercise: Evaluate Response Performance
- Capstone Exercise: Crisis Operations Control Playbook

## **Practical Exercises**

The course uses a linked disruption scenario so participants can practice crisis operating discipline from activation through improvement.

- Suggested activity: assign governance roles and apply activation and escalation criteria to an evolving situation.
- Suggested activity: conduct a timed coordination cycle using a situation report, decision log, and action tracker.
- Suggested activity: compare contingency options against resource constraints, dependencies, and trigger conditions.
- Suggested activity: evaluate response evidence and convert findings into owned, tracked corrective actions.

## **FAQs**

### **Who suits crisis operations and contingency control training?**

Crisis, contingency, operations, emergency, continuity, and risk professionals suit the course. It assumes responsibility for coordinated response or plan improvement rather than prior command certification.

### **How does crisis operations control differ from crisis leadership training?**

Crisis operations control structures activation, information flow, decisions, actions, resources, and performance. Crisis leadership training usually emphasizes leadership behavior, judgment, and communication at a broader strategic level.

### **How are contingency triggers used during crisis operations?**

Contingency triggers define observable conditions for activating an alternative action. Teams record the threshold, authority, dependencies, resource requirements, and expected operational effect before execution.

### **What records support crisis operating discipline?**

Situation reports, decision and rationale logs, action trackers, issue registers, resource boards, and deviation records create a traceable operating picture and help teams coordinate follow-up.



## **How does after-action review improve contingency planning?**

After-action review compares objectives with evidence, identifies strengths and gaps, assigns corrective actions, and tracks completion so future plans and exercises reflect verified lessons.

## **Conclusion**

Participants leave with a Crisis Operations Control Playbook connecting governance, escalation, operating rhythm, information flow, decisions, resources, contingency triggers, performance measures, and improvement. The work product gives teams a repeatable structure for coordinated action. It keeps crisis operations distinct from generic leadership development and formal continuity-system implementation.