

ISO 22320 Incident Management Foundations Training Course

27 June – 1 July 2027
Amman

AGILE LEADERS
Training Center

ISO 22320 Incident Management Foundations Training Course

Ref: 2133_256188 **Date:** 27 June – 1 July 2027 **Location:** Amman **Fees:** 4100 Euro

Overview

ISO 22320 Incident Management Foundations Training Course is a one-week foundation course for emergency response, public safety, security, resilience, and business continuity professionals, and participants leave with an Incident Management Coordination Plan. The course connects ISO 22320 guidance, incident management principles, operational command, situational awareness, resource management, decision support, and multi-agency coordination. It addresses fragmented roles and information flows through structured incident management methods. Agile Leaders Training Center presents practical emergency management guidelines.

Who Should Attend

- Response functions responsible for coordinating operational actions during incidents
- Control-room functions responsible for maintaining situational awareness and information flow
- Public safety functions responsible for command support and interagency liaison
- Security functions responsible for escalation, resource deployment, and response continuity
- Resilience functions responsible for connecting incident response with continuity arrangements

The course assumes participants contribute to emergency plans or operational response and leaves certification, conformity assessment, and advanced strategic crisis leadership outside its scope.

Departments and Industries

The course supports departments and industries that coordinate people, information, decisions, and resources during incidents.

- Emergency management and operations centers
- Public safety and protective security functions
- Energy, utilities, and infrastructure operations
- Healthcare and emergency service organizations
- Transport, logistics, and industrial facilities

Learning Objectives

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

- Apply ISO 22320 principles to incident-management decisions.
- Build clear roles, responsibilities, and escalation paths.
- Use information-management methods to support situational awareness.
- Analyze resource needs and operational priorities.
- Evaluate coordination and communication across responding organizations.
- Build an Incident Management Coordination Plan.

Course Agenda

Day 1: Frame Incident Management

- ISO 22320 Scope and Guidance Map
- Incident Management Principles Reference Card
- Incident Type and Scale Classification Matrix
- Response Context and Stakeholder Map
- Incident Management Lifecycle Model

Day 2: Structure Roles and Direction

- Incident Management Structure Diagram
- Roles and Responsibilities Assignment Matrix
- Authority and Escalation Pathway
- Joint Direction Coordination Model
- Operational Objectives and Task Register

Day 3: Manage Information and Decisions

- Incident Information Collection Plan
- Common Operating Picture Template
- Situational Awareness Update Cycle
- Decision Log and Assumption Register
- Operational Communication Flow Map

Day 4: Coordinate Resources and Organizations

- Resource Request and Allocation Matrix
- Capability and Constraint Assessment
- Multi-Agency Coordination Protocol
- Cooperation and Liaison Checklist
- Response Performance Review Framework

Day 5: Practice Coordinated Incident Response

- Suggested Exercise: Classify an Incident and Set Objectives
- Suggested Exercise: Assign Roles and Escalation Paths
- Suggested Exercise: Build a Common Operating Picture
- Suggested Exercise: Coordinate Resources Across Organizations
- Capstone Exercise: Complete an Incident Management Coordination Plan

Practical Exercises

The course uses suggested activities based on infrastructure disruption, healthcare surge, industrial incident, and transport interruption cases.

- Suggested activity: map responders, authorities, information needs, and operational dependencies for a developing incident.
- Suggested activity: convert incomplete field reports into a common operating picture and decision log.
- Suggested activity: prioritize constrained resources and record allocation decisions across participating organizations.
- Suggested activity: review coordination performance and identify corrective actions after the response.

FAQs

Who suits ISO 22320 incident management training, and what does it assume?

ISO 22320 incident management training suits professionals who support emergency plans, operations centers, response coordination, or resilience. It assumes basic exposure to organizational response arrangements and does not require standards expertise.

How does ISO 22320 incident management differ from strategic crisis management?

ISO 22320 incident management focuses on operational structures, roles, information, resources, direction, and cooperation during incidents. Strategic crisis management addresses senior leadership, organizational consequences, and longer-horizon crisis decisions.

What is a common operating picture in incident management?

A common operating picture is a shared, current representation of incident conditions, actions, resources, risks, and decisions used to align participating organizations.

Why does multi-agency coordination matter in emergency management?

Multi-agency coordination aligns objectives, authority, information, capabilities, and resource decisions while organizations retain their own structures or operate through a combined arrangement.

AGILE LEADERS
Training Center

Conclusion

Participants take back an Incident Management Coordination Plan. It combines roles, escalation paths, operational objectives, information flows, decision records, resource priorities, and cooperation methods. The plan changes disconnected response activities into a structured operating approach for coordinated incident decisions and action.