MERCURY

Crowd Management & Control Techniques Training

28 December 2026 – 1 January 2027
Rome (Italy)



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Crowd Management & Control Techniques Training

Ref: 15238_250891 **Date:** 28 December 2026 – 1 January 2027 **Location:** Rome (Italy) **Fees:** 6200 Euro

Introduction:

People gather in many places, including conferences and exhibitions, festivals, shopping areas, concerts, sporting events, transportation hubs, etc. The presence of large numbers of individuals raises the risks of injuries, crime, anti-social behavior, terrorism, and other incidents that could occur due to panic, distress, or concern. Understanding how to recognize, deal with, and manage crowd panic incidents such as crushing, stampeding, surging, swaying, and clogging is critically essential for implementing effective crowd safety strategies.

Individuals responsible for planning crowd safety at public assemblies need to comprehend the nature of crowds and the best responses to various potential situations. This one-week crowd management and control techniques course is ideal for professionals in security, safety, customer service, policing, or management roles involved in organizing or working at events with sizable human gatherings.

The crowd management and control techniques course facilitates participants' ability to discern the dynamics of a crowd, understand people's behavior individually and in groups, and enable those involved in crowd management to control situations professionally while mitigating the risk to people through proficient crowd safety.

Targeted Groups:

This crowd management and control techniques course is ideally suited for professionals in security, safety, customer service, policing, or management roles, as well as anyone engaged in event planning or responsible for ensuring crowd safety, who may need to comprehend the composition of crowds and the best approaches to any situation resulting from crowded environments or public assemblies.

Course Objectives:

At the end of this crowd management and control techniques course, participants will be able to:

- Understand the core principles of planning and preparing for events, focusing on crowd control management and crowd management and control techniques.
- Explain, understand, and apply safety policies, procedures, and legal requirements related to events.
- Employ Risk, Threat, and Vulnerability assessments to enhance crowd control management plans.
- Identify distinct types of necessary physical security equipment for effective crowd control and management.
- Grasp the psychological aspects of crowd science and apply this knowledge to improve crowd management and control.

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Targeted Competencies:

By the end of this crowd management and control techniques training, participants' competencies will be able to:

- Understand strategic planning for crowd control management.
- Learn about organization skills specialized in the area of crowd control management training.
- Emergency planning with a focus on how to manage crowd control effectively.
- Safety awareness pertinent to crowd control and management.
- Explore decision-making using the best practices in crowd control management techniques.

Course Content:

Unit 1: Introduction to Crowd Management and Control Techniques:

- Explore the roles and responsibilities of event staff concerning crowd management and control strategies.
- Learn about types of events, gatherings, and factors influencing crowd control management training.
- Develop comprehensive planning and preparation techniques for dealing with events, integrating crowd control management knowledge.
- Utilization of physical security measures.
- Access and Egress control strategies are vital to crowd management and control.
- Know comprehension of legal requirements connected to crowd control management.
- Implement venue safety policy and procedure.
- Operation of venue control rooms.
- Establishment of health and safety procedures, including safety signage, as a part of the crowd control and management plan.
- Coordinate between response, safety, venue, and event teams.
- Establish search procedures.
- Identify specific and generic threats to people and property and formulate a response in line with how to control crowd management effectively.

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Unit 2: Crowd Dynamics and Behavior:

- Explore types of behavior within the context of crowd control and management.
- Apply the 3 D's principle for maintaining crowd safety.
- Learn considerations for managing pedestrian areas of varied sizes using crowd control management techniques.
- Models for pedestrian flows include the Gas Kinetic, Magnetic force, and Pooling models.
- Understand principles such as shockwave theory, queue management, intercepting flows, bottlenecks, and lane switching.
- Study the pipeline models' effect on crowd behavior and interaction.

Unit 3: Crowd Risk Analysis:

- Conduct crowd modeling as a prelude to practical crowd management training.
- Assess the impact of emergencies on crowd behavior.
- Apply theories such as last mile, circulation, and managing space boundaries.
- Explore crowd dispersal methods and understand crowd movement through flow rate analysis and the impact of high-density levels.
- Examine weather and environmental effects on crowd dynamics.
- Risk Assessment, Mitigation, and Analysis are integral to the crowd control management plan.
- Manage media, especially social media, during crowd-related events.
- Enhance communication skills as a prerequisite for efficient crowd management.

Unit 4: Spectator and Event Safety Planning:

- Respond to emergencies and injuries with a crowd safety perspective.
- Formulate emergency procedures and emergency planning specifically for crowds.
- Ensure readiness to respond to terrorism within a crowd control management framework.
- Understand strategic crowd control management planning for spectator safety.
- Establish a security action plan, including evacuation procedures.
- Understand the importance of controlling density and capacity issues.
- Enhance customer service and ensure safety for crowds.
- Approach to conflict resolution in crowded settings.
- Address issues related to disability, equality, and diversity during event crowd management.

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Unit 5: Crowd Planning Exercise:

- Develop and execute a Security Action Plan incorporating how to control crowd management practices.
- Create and implement a comprehensive Emergency Plan.
- Construct an effective Crowd Safety Plan guided by crowd control and management principles.
- Application of Protect and Prepare methodologies in crowd control management certification.
- Identify and Disrupt approach to managing potential crowd control risks.
- Control and Secure strategies as part of a comprehensive crowd control management plan.
- Engage and communicate strategies during incidents requiring crowd management and control.
- Understand comprehensive incident management techniques related to effective crowd control and management training.