Strategic Crisis Management: Incorporating Security & Major Emergency Response

30 Nov - 04 Dec 2026
Lisbon (Portugal)

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MERCURY

Strategic Crisis Management: Incorporating Security & Major Emergency Response

Ref.: 121899_1057220 **Date:** 30 Nov - 04 Dec 2026 **Location:** Lisbon (Portugal) **Fees:** 5600 **Euro**

Introduction

The Strategic Crisis Management: Incorporating Security & Major Emergency Response course develops the knowledge needed to manage complex organizational crises and major emergencies. It covers crisis anticipation, preparedness, response, and recovery. Participants will examine security risk management, emergency preparedness, crisis leadership, business continuity, and organizational resilience. The program explains the roles of crisis management teams and emergency response teams in protecting people, assets, and operational continuity. It covers exercises, scenario analysis, response evaluation, and lessons learned to strengthen preparedness and resilience. Participants explore threat assessment, crisis planning, emergency response structures, incident coordination, executive decision-making, and crisis communication.

Targeted Groups

This Strategic Crisis Management: Incorporating Security & Major Emergency Response training targets professionals seeking knowledge and skills:

- Crisis managers overseeing preparedness.
- Security managers managing protective controls.
- Emergency leaders coordinating major incidents.
- HSE professionals managing emergency risks.
- Continuity specialists strengthening resilience.
- Facility managers protecting critical assets.
- Corporate leaders managing crisis decisions.
- Risk professionals assessing threats and impacts.
- Communications professionals managing crisis messaging.

Course Objectives

Participants will achieve the following objectives by completing the Strategic Crisis Management: Incorporating Security & Major Emergency Response course:

- Explain strategic crisis management principles and their organizational relevance.
- Distinguish incidents, emergencies, crises, and disasters.
- Analyze threats, vulnerabilities, impacts, and escalation indicators.
- Evaluate security risks affecting people, assets, information, and operations.
- Develop structured crisis management and emergency response approaches.
- Examine Crisis Management Team and Emergency Response Team responsibilities.
- Apply decision-making principles under pressure and uncertainty.
- Assess information requirements for timely crisis decisions.
- Coordinate communication among executives, responders, authorities, and stakeholders.
- Evaluate emergency control center structures and escalation procedures.
- Examine business continuity, crisis recovery, and organizational resilience.
- Identify leadership behaviors that strengthen crisis performance.
- Assess crisis communication risks, reputation impacts, and stakeholder expectations.
- Analyze major emergency scenarios and response priorities.

- Evaluate exercises, lessons learned, and post-incident improvement actions.

Targeted Competencies

Participants will gain the following competencies during the Strategic Crisis Management: Incorporating Security & Major Emergency Response program:

- Assess threats, vulnerabilities, and impacts.
- Structure crisis and emergency functions.
- Prioritize actions during incidents.
- Interpret information for executive decisions.
- Coordinate security, emergency, and continuity teams.
- Apply escalation and communication principles.
- Evaluate preparedness, response, recovery, and resilience.
- Identify leadership behaviors affecting performance.
- Analyze emergency scenarios and response options.

Real-world Case Studies

In this Strategic Crisis Management: Incorporating Security & Major Emergency Response training, participants develop skills through the following cases:

- Global organizations manage coordinated security incidents affecting personnel and operations.
- Critical facilities respond to major fires with evacuation, emergency coordination, and executive escalation.
- Companies address cyber disruptions threatening essential services and stakeholder confidence.
- Corporations evaluate post-crisis recovery, continuity priorities, communications, and lessons learned.

Course Content

Unit 1: Strategic Crisis Management Foundations

- Define crises, emergencies, incidents, and disasters.
- Explain strategic crisis management and organizational resilience.
- Identify crisis triggers, warning signs, and escalation patterns.
- Analyze threats, vulnerabilities, exposure, and strategic impacts.
- Distinguish operational disruptions from strategic crises.
- Examine prevention, preparedness, response, and recovery.
- Assess business continuity priorities during prolonged events.
- Recognize governance responsibilities in crisis management.

Unit 2: Security Risk and Crisis Preparedness

- Identify physical, personnel, information, cyber, and operational risks.
- Examine threat assessment and vulnerability analysis methods.
- Evaluate critical assets, dependencies, and protection priorities.
- Analyze security escalation and emerging threat indicators.
- Establish crisis roles, responsibilities, reporting lines, and accountabilities.
- Examine emergency plans, procedures, triggers, and thresholds.

- Assess resource readiness, redundancy, and response capabilities.
- Integrate security, continuity, and emergency preparedness.

Unit 3: Major Emergency Response and Coordination

- Examine Emergency Response Team structures and responsibilities.
- Define Crisis Management Team roles and authority.
- Analyze incident command and emergency coordination principles.
- Establish control center functions, information flows, and briefings.
- Prioritize life safety, stabilization, containment, and continuity.
- Coordinate teams, contractors, authorities, and emergency responders.
- Evaluate decisions under uncertainty, pressure, and time constraints.
- Manage information during major emergencies and disruptions.

Unit 4: Crisis Leadership, Decision-Making, and Communication

- Examine leadership requirements during high-pressure crises.
- Analyze cognitive bias, groupthink, denial, and decision traps.
- Evaluate response options using evidence, impact, and feasibility.
- Establish escalation, reporting, and executive decision processes.
- Develop crisis communication for internal and external audiences.
- Manage sensitive information, misinformation, and stakeholder expectations.
- Protect organizational reputation through consistent crisis messaging.
- Maintain leadership discipline amid incomplete or conflicting information.

Unit 5: Recovery, Resilience, Exercises, and Continuous Improvement

- Examine recovery and continuity priorities after disruption.
- Assess operational, financial, reputational, and stakeholder impacts.
- Develop strategies for transition from response to recovery.
- Evaluate exercises, simulations, drills, and readiness indicators.
- Analyze response performance against plans and objectives.
- Conduct post-incident reviews and identify capability gaps.
- Convert lessons learned into corrective actions and improvements.
- Strengthen readiness through continuous evaluation and assurance.

Final Insights & Key Takeaways

Strategic crisis management integrates security, emergency response, leadership, communication, and continuity. Strong preparedness and coordinated decisions improve resilience and crisis response.

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Registration form on the :
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