

CRISIS MANAGEMENT CENTER OPERATIONS



Strategies for Effective Leadership and Rapid Decision Making

Duration: 1 Day

Maximum Attendance: 25

Format: Extensive use of case studies, large and small group discussions, exercises/practical role-play

Description: Emergency situations require a managed and coordinated response to provide appropriate resources and to manage all aspects of the emergency to the satisfaction of those directly affected and to internal and external stakeholders. The Crisis Management Center (CMC), located at HQ, works in conjunction with the Incident Management Center (IMC), located in the field, to: manage the activation, deploy teams, prioritize resources, and coordinate communications. Staff assigned to the CMC will process copious amounts of intelligence and data and overcome a myriad of challenges. The CMC, with input from the IMC, will determine response objectives, assess options, recommend actions, and allocate duties. This course is highly beneficial to those with the potential to fill a CMC role during this immediate, difficult and high-pressure response period.

Objectives:

- Discuss the interface between the Crisis Management Center and other response centers
- Understand the roles and responsibilities of the Crisis Management Center team
- Examine how to make decisions in high-stress and dynamic situations
- Understand how to organize staff, manage information, and mitigate against staff stress

Course Content:

- Alerting and activation
- Functions, roles and responsibilities
- CMC set-up and resources
- CMC procedures and routines
- Stress management
- CMC close down and long-term recovery
- Information management



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Further Information

If you would like to know more about the Crisis Management Center Operations and how it can complement your existing emergency plan please email at kenyon@kenyoninternational.com or contact any of the Kenyon worldwide offices.