COURSE BROCHURE

Crisis Management Fundamentals

A foundation course introducing what a crisis is and how it unfolds, how a crisis management team is formed and activated, and the right first steps when a crisis strikes.

Code	HT-CRM-101
Category	Crisis & Emergency Management
Duration	1 week
Level	Beginner
City	Istanbul

Introduction

A crisis rarely arrives out of nowhere. More often it starts as small warning signs that everyone overlooks until they grow into a situation that threatens people's safety, the organization's reputation and public trust.

Objectives

- Distinguish an incident, an emergency and a crisis, and the escalation levels of each
- Explain the stages of the crisis life cycle and what each stage demands of the organization
- Recognize early warning signs and where they come from inside and outside the organization
- Define the composition of a crisis management team, its members' roles and its activation steps
- Carry out a simple post-crisis review and turn its findings into improvements

Who should attend

- Staff nominated to serve on crisis management teams
- Supervisors and heads of operational units
- Administrative and general services coordinators
- Risk and quality staff new to crisis management

Skills you will develop

- Event classification and severity rating
- Early warning detection
- Working within a crisis team
- Logging events and decisions

Learning Outcomes

- Classify a set of events as incidents, emergencies or crises and justify each call
- Draw a simple crisis team structure with defined roles and a deputy for each role
- Prepare a checklist of first-hour priorities in a crisis
- Keep an events and decisions log during a tabletop exercise

Course Outline

Day 1: Introduction to Crises

- What a crisis is, its features and the types organizations commonly face

- Incident, emergency and crisis: the differences
- How a crisis affects people, operations and reputation

Day 2: The Crisis Life Cycle

- Crisis stages from early warning signs to recovery
- Sources of early warning and internal reporting channels
- Escalation criteria and severity levels

Day 3: The Crisis Management Team

- Team composition, core roles and deputies
- Activation procedures and the agenda of the first team meeting
- The crisis room and its basic working tools

Day 4: The First Response

- First-hour priorities: lives, then assets, then reputation
- Gathering and verifying information under pressure
- First messages to staff and stakeholders

Day 5: Recovery and Learning

- Moving from response to recovery and declaring the crisis over
- Post-crisis review and the lessons learned log
- Applied project: a tabletop exercise in which participants manage a service outage crisis from team activation to the closing review

Training methodology

Classification drills on short event descriptions drawn from varied workplaces
Crisis team role play in which each participant holds a different responsibility
Analyzing timelines of fictional crises to find the missed moments to escalate
A simple tabletop exercise where the scenario unfolds in successive waves

Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

Upcoming dates

City	Dates	Language	Fee
Istanbul	1 – 5 February 2027	AR	EUR 4,800
Istanbul	2 – 6 August 2027	EN	EUR 4,800

Fees are per participant.

Contact us

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To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/crisis-management-fundamentals