COURSE OVERVIEW HE1394
Professional Crisis Management Specialist
(In Accordance with BS 11200:2014)

Course Title
Professional Crisis Management Specialist
(In Accordance with BS 11200:2014)

Course Date/Venue
Session 1: April 26-30, 2026/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
Session 2: November 01-05, 2026/Crowne Meeting Room, Crowne Plaza Al Khobar, an IHG Hotel, Al Khobar, KSA

Course Reference
HE1394

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using one of our state-of-the-art simulators.

A crisis can be environmental, natural, industrial or business and can be caused by millions of reasons. Crisis management consists of the different means of dealing with these different forms of crises. Crisis Management involves identifying the crisis, planning a response to the crisis and confronting and resolving the crisis. The way of dealing with a crisis depends on its nature, scale and seriousness. The aim of crisis management is, first, to defuse the crisis; second, to establish a secure environment to deal with the causes of the crisis; and, third, to initiate reforms to prevent a follow-on crisis

Managers are faced with a complex and difficult set of tasks when a crisis occurs. They are expected to simultaneously mobilize resources, create and/or operate within a response organization, and deliver critical services. The response is time constrained as actions taken during the first few days often determine the success or failure of the response efforts. Managers responsible for these actions and decisions must perform under adverse conditions, in a crisis atmosphere, and under the scrutiny of others. Their skills, knowledge and applied leadership capabilities are critical to meeting the challenges of the crisis environment.

The course is designed to provide delegates with a detailed and up-to-date overview of crisis management. It covers the composition and attributes of BS 2011:2014 standard; the management challenges, strategies, crisis and its various types; the crisis communication and response; the guidelines for communicating information, open communication and effective decision making; the factors that can reduce the quality of decision making at a time of crisis; the characteristics of an effective leader, its role and competencies; the crisis management team composition and responsibilities; the legal challenges that arise during a crisis situation; the guidelines for dealing with legalities; the recommended ways of overcoming crises; the stages of crisis management process; and crisis management planning and model.

During this interactive course, participants will learn to manage specific crisis situations and interpret its relationship with incident management and emergency response; the guidelines for dealing with executive departure, the societal security aspects of crisis management and the role of civic authorities; the guidelines for dealing with industrial action, managing hostile takeovers, handling environmental crises and dealing with rumors, local opposition, threats and terrorism; the emergency preparedness, planning and response covering regulatory requirements, on-site emergency planning, external authorities and services and work emergency plan; the communication and control system; the essential functions and nominated personnel; the off-site emergency planning and transport emergency planning; handling emergency and mitigating consequences in a professional manner; and the emergency scenarios and how to use available resources.

Course Objectives

Upon the successful completion of the course, each participant will be able to:-

- Get certified as a *"Certified Crisis Management Specialist"*
- Discuss the composition and attributes of BS 2011:2014 standard
- Recognize management challenges and strategies and define crisis and its various types
- Carryout crisis communication and response and the guidelines for communicating information, open communication and effective decision making
- Identify the factors that can reduce the quality of decision making at a time of crisis and the characteristics of an effective leader including its role and competencies
- Recognize crisis management team composition and responsibilities, legal challenges that arise during a crisis situation and guidelines for dealing with legalities
- Discuss the recommended ways of overcoming crises, stages of crisis management process and crisis management planning and model
- Manage specific crisis situations and interpret its relationship with incident management and emergency response

- Review the guidelines for dealing with executive departure, societal security aspects of crisis management and the role of civic authorities
- Assess guidelines for dealing with industrial action, managing hostile takeovers, handling environmental crises and dealing with rumors, local opposition, hreats and terrorism
- Employ emergency preparedness, planning and response covering regulatory requirements, on-site emergency planning, external authorities and services and work emergency plan
- Recognize communication and control system, essential functions and nominated personnel, off-site emergency planning and transport emergency planning
- Handle an emergency and mitigate consequences in a professional manner
- Describe emergency scenarios and how to use available resources

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

The course provides an overview of all significant aspects and considerations of crisis management specialist for both technical and non-technical personnel such as managers, superintendents, engineers, heads of departments, team leaders and unit supervisors who have to manage or implement manpower development. The course will be additionally of value to staff in support or advisory functions in areas such as strategy, policy, organization, audit, welfare, and projects. Further, the course is very important for HSE, business continuity, enterprise risk, IT and senior and middle management staff who need to address the strategic challenges facing sustainable business.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

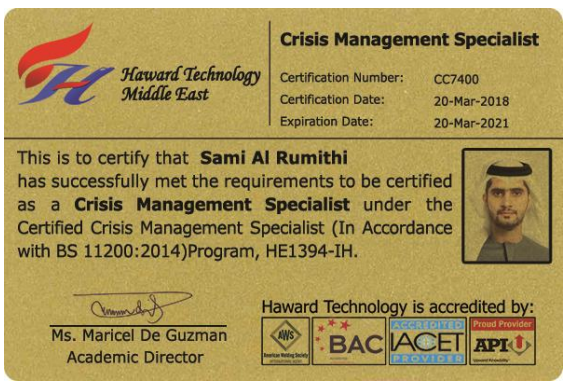
Course Certificate(s)

(1) Internationally recognized Competency Certificates and Plastic Wallet Card Certificates will be issued to participants who have successfully completed the course and passed the exam at the end of the course. Successful candidate will be certified as a *"Certified Crisis Management Specialist"*. Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-



(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

Haward Technology Middle East

Continuing Professional Development (HTME-CPD)

Page 1 of 1

CEU Official Transcript of Records

TOR Issuance Date: 20-Mar-18

HTME No. PAR104155

Participant Name: Sami Al Rumithi

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
HE1394-IH	Certified Crisis Management Specialist(In Accordance with BS 11200:2014)	March 16-20, 2018	32.5	3.2

Total No. of CEU's Earned as of TOR Issuance Date **3.2**

TRUE COPY

Maricel De Guzman
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2013 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology is accredited by

P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | Fax: +971 2 3091 716 | E-mail: info@haward.org | Website: www.haward.org

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Fee

US$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. John Taljard is an **International Health**, **Safety & Environment** (**HSE**) **Expert** within **Oil**, **Gas** and **Petrochemical** industries. His expertise includes **Accident/Incident Investigation & Risk Management**, **Risk Assessment** within Production Operation, **Hazard Identification**, **Quantified Risk Assessment**, **Process Hazard Analysis** (**PHA**), **Construction Safety** (**STOP**), **Process Safety Management**, **HAZOP Studies & Leadership**, **FMEA**, Waste Management, Industrial Effluents, **Hazardous Material**, Chemical Handling, **Firefighting**, Emergency Response Services, **HAZCOM**, **HAZWOPER** and **HAZMAT** with over **30 years** of practical experience in the **process** industry. His wide experience also includes **Environmental Management** (**ISO 14001**), **Safety Management** (**OHSAS 18001**), **Quality Management** (**ISO 9001**). He is the **Founder** of **ISTEC**, an international health & safety management and consultancy company where he is greatly involved in the development and implementation of **SHEQ standards & procedures**, **HAZOP Studies**, **HAZOP Leadership**, **FMEA**, **PHA**, operational safety guidelines, inspections & auditing techniques.

While Mr. Taljard has been very active in the process industry for almost three decades, he has likewise headed Consultancy projects for major **petrochemical**, aviation, engineering & construction, mining & chemical industries. In all his projects, he utilizes a systems approach which includes **risk management**, **process safety**, health & environmental management, human behaviour and quality management. Furthermore, he has come to share his expertise through the **numerous international trainings** he has held on **PHA**, **HAZOP**, **Risk Assessment**, Handling **Hazardous Materials** & Chemicals, Petroleum Products Handling & Transportation, **Fire Fighting & Fire Rescue**, **Safety Auditing**, **Hazard Identification** & Site Inspection and **Accident Investigation** for several significant clientele among these are **ARAMCO**, **SABIC**, **ZADCO**, **ORPC**, **KOTC**, and **AADC**. Moreover, he completed various assignments as a consultant, trainer, facilitator, auditor & designer and conducted numerous licensed international Safety, Technology and Auditing Awareness & Implementing training courses including **IMS**, **ISO 9001**, **ISO 14001**, **ISO 27001**, **ISO 17799**, **OHSAS 18001** audits & assessments. With his accomplishments and achievements, he had been a **Safety Superintendent**, **Senior Safety Official** and **Senior Process Controller** for several international petrochemical companies.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Appreciate the Composition & Attributes of the Standard – BS 11200:2014***
0930 – 0945	*Break*
0945 – 1100	***Management Challenges & Strategies*** *The Main Challenges Facing Managers at a Time of Crisis • Understanding and Defining Crisis and it's Various Types • Guidelines for Managing Crisis Stress • Reasons for Determining the Real Crisis • Reasons for Focusing During a Crisis • The Purposes of a Five-Minute Audit • The Immediate Concerns of an Organization when a Crisis Occurs • The Tasks you Should Perform when a Crisis Arises • Guidelines for Ensuring Recovery from a Crisis*
1100 – 1230	***Crisis Communication & Responses*** *Guidelines for Communicating Information • Guidelines for Practicing Open Communication • Crisis Communication and the Role of Apology in Crisis Communication • Guidelines for Effective Decision Making • Factors that can Reduce the Quality of Decision Making at a Time of Crisis • Characteristics of an Effective Leader • Crisis Leadership, its Role and Competencies*
1230 – 1245	*Break*
1245 – 1420	***Crisis Communication & Responses (cont'd)*** *Crisis Management Team Composition and Responsibilities • Legal Challenges that can Arise During a Crisis Situation • Guidelines for Dealing with Legalities • Recommended Ways of Overcoming Crises • Understanding Stages of Crisis Management Process • Crisis Management Planning and Model • Social Media and Crisis Management*
1420 – 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2

0730 – 0930	***Managing Specific Crisis Situations*** *Crisis Management and its Relationship with Incident Management & Emergency Response • Guidelines for Dealing with Executive Departure • Societal Security Aspects of Crisis Management and the Role of Civic Authorities*
0930 – 0945	*Break*
0945 – 1100	***Managing Specific Crisis Situations (cont'd)*** *Guidelines for Dealing with Industrial Action • Considerations for Communicating the Illness of a Chief Executive Officer • Guidelines for Managing Hostile Takeovers*

1100 – 1230	***Managing Specific Crisis Situations (cont'd)*** *Guidelines for Handling Environmental Crises ● Approaches to Dealing with Rumors*
1230 – 1245	*Break*
1245 – 1420	***Managing Specific Crisis Situations (cont'd)*** *Guidelines for Dealing with Local Opposition ● Guidelines for Dealing with Threats ● Guidelines for Dealing with Terrorism*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Two*

Day 3

0730 – 0930	***Emergency Preparedness, Planning & Response*** *Regulatory Requirements ● On-Site Emergency Planning*
0930 – 0945	*Break*
0945 – 1100	***Emergency Preparedness, Planning & Response (cont'd)*** *External Authorities & Services ● Work Emergency Plan*
1100 – 1230	***Emergency Preparedness, Planning & Response (cont'd)*** *Communications & Control System ● Essential Functions & Nominated Personnel ● Co-Operative Planning, Training & Exercises*
1230 – 1245	*Break*
1245 – 1420	***Emergency Preparedness, Planning & Response (cont'd)*** *Off-Site Emergency Planning ● Transport Emergency Planning*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Three*

Day 4

0730 – 0930	***How to Handle an Emergency & Mitigate Consequences*** *Emergency Incidents ● Declaration & Communication of the Emergency*
0930 – 0945	*Break*
0945 – 1100	***How to Handle an Emergency & Mitigate Consequences (cont'd)*** *Works Emergency Procedures ● Public Relations*
1100 – 1230	***How to Handle an Emergency & Mitigate Consequences (cont'd)*** *Practical Implementation ● Provision of Information*
1230 – 1245	*Break*
1245 – 1420	***How to Handle an Emergency & Mitigate Consequences (cont'd)*** *Safety Case Guidance ● Evacuation & Shelter*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Four*

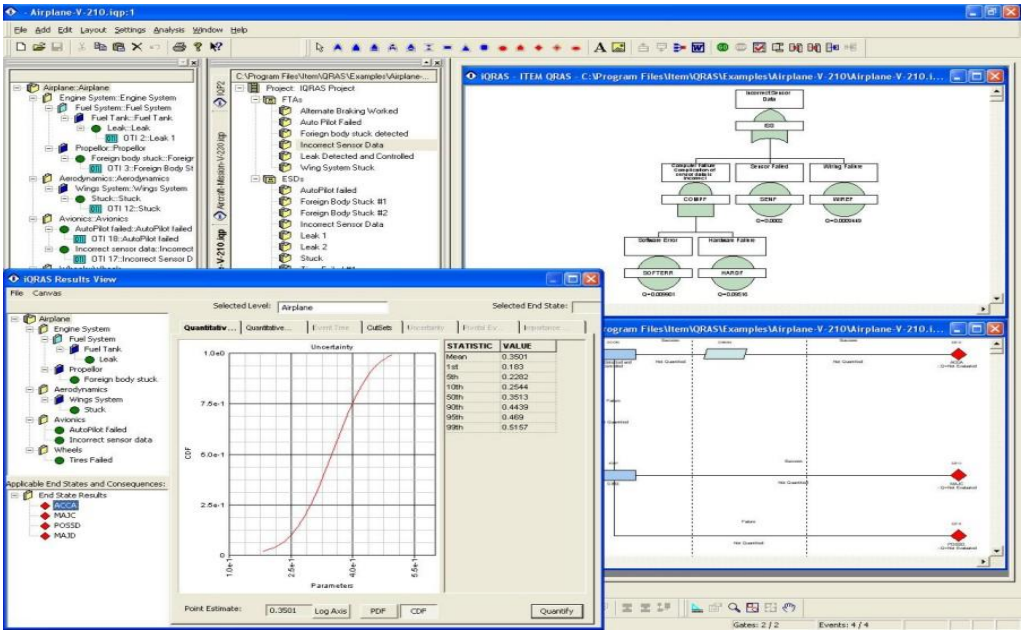
Day 5

0730 – 0930	***Emergency Scenarios & How to Use Available Resources*** *Emergency Scenarios ● Real-Time Aids ● Computer Aids*
0930 – 0945	*Break*
0945 – 1100	***Emergency Scenarios & How to Use Available Resources (cont'd)*** *Transport Emergency Arrangements ● Company Resources*
1100 – 1230	***Emergency Scenarios & How to Use Available Resources (cont'd)*** *Governmental Resources ● Facility & Location Information ● Notification*
1230 – 1245	*Break*

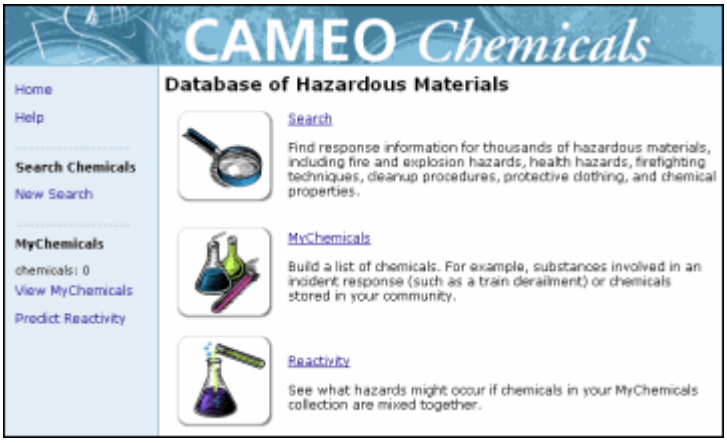
1245 – 1300	***Emergency Scenarios & How to Use Available Resources (cont'd)*** *Response Management System ● Disaster Recovery & Business Resumption*
1300 – 1315	***Course Conclusion***
1315 – 1415	***COMPETENCY EXAM***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Simulator (Hands-on Practical Sessions)

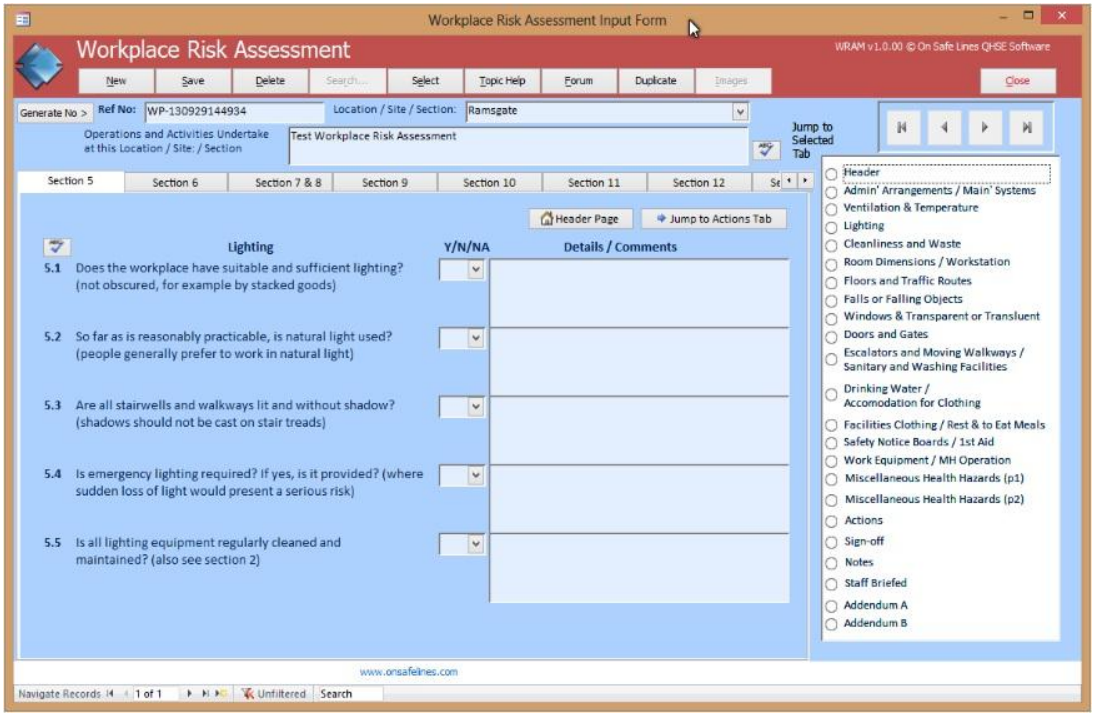
Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using our state-of-the-art "QRA", "CAMEO", "BlackBox" and "Workplace Risk Assessment" simulators.



QRA System Simulator



CAMEO Chemicals Suite Simulator



Workplace Risk Assessment

Course Coordinator
Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org