

STRATEGIC CRISIS MANAGEMENT, INCORPORATING SECURITY AND MAJOR EMERGENCY RESPONSE

[ESSENTIAL SKILLS FOR ALL EMERGENCY RESPONDERS]

17 till 20 - November - 2025 | Dusit Thani Hotel, Dubai - UAE

COURSE INTRODUCTION:

In today's increasingly unpredictable world, crisis management is vital for safeguarding both business continuity and organizational reputation. From natural disasters and cyberattacks to social media crises, the scope and frequency of potential disruptions are escalating. Crisis Management Teams (CMT) and Emergency Response Teams (ERT) must be equipped with the right resources, strategies, and timely information to make critical decisions under pressure.

This course is designed to empower leaders with the tools, strategies, and mindset necessary for effective crisis management. By emphasizing authentic leadership qualities, the course will guide participants in leading their teams through uncertainty and adversity, ensuring the best possible outcomes even during times of crisis.

Providing a comprehensive approach to crisis leadership, this course covers both strategic and practical aspects of crisis management. Participants will gain critical insights into emergency response, decision-making, and crisis communication, while also exploring the psychological dynamics that influence team behavior under stress. Through interactive learning methods, including case studies and role-playing, participants will be fully equipped not only to manage crises effectively but also to lead with confidence and clarity under pressure.

THIS TRAINING COURSE WILL FEATURE:

- **Critical Areas of Emergency Response:** Learn how to successfully address the four key stages of emergency response: preparation, response, recovery, and mitigation, ensuring your team is ready for any crisis.
- **Five Levels of Leadership:** Discover how to apply the Five Levels of Leadership to strengthen team performance and develop leadership capabilities at every level within your crisis management framework.
- **Fourteen Key Characteristics of an Effective Crisis Leader:** Master the essential traits required for crisis leadership, such as resilience, adaptability, and emotional intelligence, to guide your team with authority and empathy.
- **Avoiding Leadership Pitfalls:** Identify and avoid common leadership mistakes that can worsen a crisis, while learning techniques to stay calm and maintain control under pressure.
- **Strategic Decision Making:** Learn how to rapidly assess crisis scenarios, develop options, make sound decisions, and redefine standards when necessary to ensure the best possible outcomes.
- **Human Factor Analysis:** Explore the psychological dynamics of crisis management, including how stress impacts team behavior and how to maintain discipline and effective leadership under pressure.

TRAINING METHODOLOGY:

The training will use a mix of interactive learning techniques, including:

- **Workshops & Role-Playing:** Simulated crisis scenarios to develop practical decision-making and leadership skills.
- **Case Studies:** Real-life examples to apply lessons and best practices.
- **Group Discussions:** Peer learning to share insights and solutions.
- **Crisis Communication Simulations:** Exercises to refine communication under pressure.
- **Self-Assessments & Practical Tools:** Tools and templates for immediate application in crisis management.

This hands-on approach ensures participants gain both theoretical knowledge and practical skills for effective crisis leadership.



GOALS OF THE TRAINING:

By the end of this training course, participants will be able to:

- **Gain In-Depth Knowledge of Strategic Crisis Management:** Develop a deep understanding of how to identify, assess, and respond to crisis situations strategically.
- **Develop Effective Response Strategies:** Formulate strategies to ensure both you and your team respond quickly, efficiently, and effectively in times of crisis.
- **Analyze Leadership Behaviors:** Recognize and analyze five common leadership behaviors that can hinder crisis response, and explore six strategies that lead to success during a crisis.
- **Implement Incident Command Systems:** Apply the five major functional areas of Incident Command Systems (ICS) for efficient crisis management and coordination.
- **Enhance Multi-Agency Collaboration:** Plan for more effective and rewarding multi-agency exercises to strengthen cross-organizational crisis response.
- **Improve Leadership Performance:** Utilize advanced leadership techniques to improve performance during critical moments, enhancing both individual and team effectiveness in crises.

ORGANIZATIONAL IMPACT:

This course will strengthen your organization's crisis management capabilities by:

- **Improving Crisis Response:** Enable quicker, more effective crisis responses to minimize disruption and damage.
- **Facilitating Better Decision-Making:** Equip leaders to make informed, strategic decisions under pressure.
- **Strengthening Leadership & Team Coordination:** Enhance leadership and team collaboration during crises, ensuring more effective management.
- **Reducing Risks:** Avoid common leadership mistakes that can escalate a crisis, minimizing potential risks.
- **Enhancing Crisis Communication:** Foster clear, confident communication both internally and externally.
- **Supporting Business Continuity:** Strengthen post-crisis recovery plans, ensuring quick resumption of normal operations.
- **Boosting Employee Confidence:** Improve morale by demonstrating well-managed, structured crisis response protocols.

PERSONAL IMPACT:

This course will provide significant personal benefits, including:

- **Enhanced Leadership Skills:** Build the ability to lead with confidence under pressure, guiding your team effectively through crises.
- **Improved Decision-Making:** Gain the tools to make quick, strategic decisions in high-stress situations, strengthening your crisis management capabilities.
- **Increased Confidence:** Develop a calm, strategic mindset to confidently handle emergencies and crises.
- **Expanded Skill Set:** Broaden your expertise in areas like crisis communication, emergency response, and business continuity, enhancing your versatility as a leader.
- **Better Crisis Preparedness:** Learn to anticipate and mitigate potential crises, reducing stress and improving readiness for the unexpected.
- **Stronger Team Leadership:** Improve your ability to motivate and manage teams under pressure, driving greater team success in crisis scenarios.

WHO SHOULD ATTEND:

- Chief / Directors / Head / Manager / Executives: Crisis Management
- Chief / Directors / Head / Manager / Executives: Emergency Response
- Chief / Directors / Head / Manager / Executives: Health & Safety
- Chief / Directors / Head / Manager / Executives: Security Management
- Chief / Directors / Head / Manager / Executives: Risk Management
- Chief / Directors / Head / Manager / Executives: Operations
- Chief / Directors / Head / Manager / Executives: Facilities Management
- Chief / Directors / Head / Manager / Executives: Business Continuity & Recovery
- Chief / Directors / Head / Manager / Executives: Asset Management
- Chief / Directors / Head / Manager / Executives: Emergency Response and Crisis Management
- Chief / Directors / Head / Manager / Executives: Health, Safety, and Environment



Mr. Dieter Moll

Dieter has extensive experience as a trainer, instructional designer, and training supervisor. He specializes in creating engaging, media-rich learning environments that transform complex subjects into easily digestible and enjoyable learning experiences. Over the course of his career, he has successfully led numerous training initiatives, particularly in safety and security, and is passionate about facilitating knowledge retention through dynamic methods like role-plays, case studies, simulations, and practice exercises.

Currently operating his consultancy business, Risk Control Specialist, from Cape Town, South Africa, Dieter offers both classroom-based and On-the-Job (OJT) training services internationally. His consulting work focuses on providing job seekers and employers with the knowledge and tools they need to succeed. Additionally, Dieter has a track record of success as a direct-line supervisor, including managing a training department responsible for initiatives like the ZBV Back Scatter X-Ray training for Qatar Petroleum's Security Directorate. Under his leadership, the department fostered a highly collaborative work environment, driving success through teamwork and mutual coaching.



Dieter's teaching philosophy is rooted in the Socratic method—engaging students through inquiry rather than traditional lecturing. He believes that by asking questions and encouraging students to find answers on their own, learning becomes more interactive, memorable, and effective. He is deeply committed to providing balanced support and challenge to help individuals grow, learn, and achieve their goals. His ongoing coaching ensures that learners are empowered with the tools and guidance they need for long-term success.

He has developed strong skills in facilitating training, using a variety of techniques such as questions, role plays, simulations, and practical exercises. Dieter is well-versed in Adult Learning Theory, and he applies these principles in every training session to ensure students can absorb and retain knowledge effectively. His ability to organize and structure training materials is also a key strength, allowing him to deliver seamless and impactful learning experiences.

As an instructional designer, Dieter has created highly interactive, multimedia-rich courses for instructor-led, computer-based, and On-the-Job training. He has a comprehensive approach to course development, including creating detailed training manuals, workbooks, and job aids, which help reinforce learning. He also designs course requirements, creates instructional models, and develops training databases to track career progression. His focus is always on creating materials that are not only educational but also engaging, ensuring that learners remain motivated and equipped for real-world application.

In his role as a training supervisor and consultant, Dieter has successfully managed and led training departments, overseeing operations, instructional design, and administrative duties. He has handled budgeting, staff performance evaluations, and developed state-of-the-art training rooms with advanced technology to support the learning process. His ability to create comprehensive reports and set clear goals for staff has contributed to the success of the teams he has managed, ensuring alignment with organizational objectives and continuous improvement.

Throughout his career, Dieter has developed expertise in various specialized areas, including policy and procedure writing, risk management, safety/security compliance, and incident command. He has worked extensively in industries such as hospitality, security, and industrial operations, providing consulting services in security risk management, safety, and crisis response. He is also a certified lead auditor for ISO standards, with experience in emergency planning, HSE audits, and compliance with industry regulations.

Dieter's mission is to create environments where learning and growth thrive through engaging, challenging, and supportive training programs. He is dedicated to helping individuals build confidence and competence, and he prides himself on delivering transformative learning experiences that make a lasting impact on both personal and professional development.

Dieter is a lifelong learner who constantly seeks opportunities to grow both personally and professionally. He stays updated on the latest trends and best practices in training and development to ensure his methods remain innovative and effective. His commitment to excellence, paired with his passion for helping others succeed, drives him to continuously evolve his approach and deliver high-impact training solutions that empower individuals and organizations alike.



Day 1: Evaluate, Mitigate and Responding to Challenges

- Understanding Strategic Crisis Management
- Consider the complete range of risks to your organisation
- CMT and ERT - Roles & Responsibilities
- Issues management, master this before it becomes a Crisis
- Who Else Should be Involved (Internal + External)?
- Nine deadly Leadership behaviours & Six winning strategies
- Understanding 'denial-curve' and 'group-think' syndromes

Day 2: Planning & Security – Who and What Else Should be Considered

- Security Management & Asset Protection
- Case Studies, why some companies fail, and others survive
- Based on the previous module, self-evaluation questionnaire
- Developing, improving & implementing Emergency Response Plans
- Business Continuity Management (BCM) Strategies
- Case Study and Workshop

Day 3: Crisis Communications & Incident On-Scene Management

- Incident Command Systems (ICS)
- On Scene Crisis Management, essential elements for success
- Emergency Communication Centres, avoiding the ten most common mistakes
- Reputation Management - Managing Social Media.
- Press Conference & step by step guidance on how to conduct TV interviews
- Case Study
- Exercise: Crisis Communications Strategy

Day 4: The Human Factor - What Can Go Right and What Can Go Wrong?

- Alerting and Warning
- Evacuation Strategies
- Major Incident Simulation - Role Playing Workshop
- Psychological & Welfare concerns in Crisis Management
- How to improve staff morale and confidence in the process
- Questionnaire, are your batteries in good condition
- Exercises: a programme of learning and of validating plans and procedures;
- How to get advantageous results from an exercise
- Post Incident evaluations, de-briefing skills, managing hot & cold de-briefs



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REGISTRATION DETAILS:

Delegate 1

- Name: _____
- Job Title: _____
- Email: _____
- Mobile: _____

Delegate 2

- Name: _____
- Job Title: _____
- Email: _____
- Mobile: _____

Delegate 3

- Name: _____
- Job Title: _____
- Email: _____
- Mobile: _____

Delegate 4

- Name: _____
- Job Title: _____
- Email: _____
- Mobile: _____

Delegate 5

- Name: _____
- Job Title: _____
- Email: _____
- Mobile: _____

Note: In case of 6 or more nominations make a duplicate of this form & fill in the details.

ORGANIZATION DETAILS:

Company: _____

Address: (to be used on invoice):

Telephone: _____

Country: _____

AUTHORIZED BY:

Signature: _____

Name: _____

Job Title: _____

Email: _____

Date: _____

PAYMENT DETAILS:

Credit Card Holder's Details - To send Payment Link

First Name: _____

Last Name: _____

Email: _____

Country: _____

BOOK & PAY:

Actual Fee: USD 4,495 per delegate.

Book before 20 October 2025, Pay: USD 3,995 per delegate.

Group Discount:

Book 2-3 participants.	USD 3,595 per delegate.
Book 4-5 participants.	USD 3,395 per delegate.
Book 6 or more participants.	USD 3,095 per delegate.

◊ All Pricing Excludes All Taxes ◊

Payment Mode:

Payments will be made by Credit Card or by Bank transfer, an Invoice will be sent soon after we receive the signed & filled registration form.

Payment is required within 5 working days after the receipt of the invoice.

Session Timings:

09:00 am - 04:00 pm (UAE Standard Time)

TERMS & CONDITIONS:

Customer Information:

Fees include tuition, full course documentation, lunches, and refreshments for the duration of the programme. Delegates are responsible for their own travel and accommodation arrangements.

Incidental Expenses:

CorEvents is not responsible for covering airfare, hotel stays, or other travel costs incurred by registrants. Delegates are strongly advised to obtain the necessary travel visas at least 3 weeks prior to the course start date.

Invoicing & Payment Terms:

An invoice will be issued upon receipt of the registration form. **Full payment is required within 5 working days** of the invoice date. Participation in the course is only confirmed once full payment has been received.

Disclaimer:

CorEvents reserves the right to change or cancel any part of its published programme due to unforeseen circumstances.

Cancellation, Transfers & Substitutions:

Cancellations must be submitted via email. A full refund, less a \$100 administrative fee, is available for cancellations received at least 20 working days before the event. Cancellations received after this period, or non-attendance (no-show), are subject to the full course fee with no refund.

A one-time transfer to another course of the same value is allowed, provided the fee has been paid in full; 50% of the new course fee will be invoiced. Transfers must be used within 12 months.

Replacement delegates are welcome at no additional charge, but must be confirmed in writing with full delegate details.

Programme Changes:

CorEvents reserves the right to change the course timing, venue, speaker, or content due to unforeseen circumstances. In the rare event of a cancellation by **CorEvents**, a full refund will be issued, less any applicable bank or service charges (up to 5%). **CorEvents** is not responsible for any other expenses incurred by the delegate.

Acknowledgement:

By registering, the client acknowledges and agrees to these terms. **CorEvents** will not be liable for any expectation or financial loss not explicitly covered herein.

In-House Trainings & Consultation:

If you're looking for Consultation OR if you have a number of delegates with similar training needs, then you may wish to consider having an In-House Training solution delivered locally onsite.

Course can be tailored to specific requirements.

Please contact **Mibsam Ali** on **+92 304 2833695** or email **mibsam@corevents.org** to discuss further possibilities.

