

# CRITICAL INCIDENT MANAGEMENT

## EQUIP YOUR BUSINESS FOR RESILIENCE

In today's unpredictable world, being prepared for critical incidents is essential.

This one-day course equips business leaders with the skills and knowledge to effectively manage crises, with a particular focus on leadership, communication, and decision-making.

Build resilience and ensure your business can withstand any challenge.

### THE ISSUE

Many small to medium-sized enterprises (SMEs) are unprepared for critical incidents or disasters. They often lack expertise, resources and time to plan effectively.

In New Zealand alone, over half of the 529,000 SMEs report a need for updated Business Continuity Plans.

### OUR SOLUTION

Join our comprehensive one-day Critical Incident Management course led by highly qualified and experienced trainers.

This one-day course includes real-world case studies and industry-related role plays, and is designed to make your business more resilient in the face of crises.

RESPOND

STABILISE

RECOVER

### IN BRIEF

#### ONE-DAY TRAINING

##### WE WILL COVER:

- The Critical Incident Management Team
- Phases of a critical incident
- Crisis leadership
- The Critical Incident Plan
- Practical scenario-based practice

##### YOU WILL TAKE AWAY:

- A clear understanding of your role as a Critical Incident Manager
- A Critical Incident Plan outline relevant to your own business
- Experience gained within a simulated incident
- Practice of decision-making under stress
- Insight and helpful feedback

#### WHO SHOULD ATTEND:

LINE  
MANAGERS

OPERATIONS  
MANAGERS

TEAM  
LEADERS

**PLAN, PREPARE AND LEAD EFFECTIVELY.**

Contact OSACO on [info@osacogroup.com](mailto:info@osacogroup.com) for more information to get started.

[simonscott@osacogroup.com](mailto:simonscott@osacogroup.com)

[www.osacogroup.com](http://www.osacogroup.com)

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### COURSE CONTENT

#### 1. CRITICAL INCIDENT MANAGEMENT TEAM:

- Co-ordination and actions
- Using the Critical Incident Plan (CIP)
- Team composition and co-ordination
- Principles of rapid decision-making

#### 2. PHASES OF CRITICAL INCIDENT RESPONSE:

- Initial Response
- Stabilisation Phase
- Recovery Phase

#### 3. CRISIS LEADERSHIP:

- Leading effectively during a crisis

#### 4. CRITICAL INCIDENT PLAN WORKSHOP:

- Develop a tailored CIP for your organisation
- Incident management structure
- Initial response procedures
- Communications and operations
- Evacuation and safety procedures
- Recovery and continuity
- Post-incident review and debrief

#### 5. PRACTICAL EXERCISE:

- Engage in a scenario involving a serious incident or crisis
- Assume roles and manage the Critical Incident Management Team (CIMT) process
- Respond to new complexities, including staff issues, media involvement and incident escalation
- Participate in a debrief session

### YOUR TRAINERS

#### Steve Gibson

Steve has had a long and highly successful career in which he has developed extensive expertise in project management and risk management.

As a highly regarded trainer, coach and mentor, Steve helps organisations understand issues that may harm them, and explores practical ways to reduce that harm through proactive training and risk management advice.

#### Shaun Fogarty (MNZM)

Shaun has a distinguished career in the corporate and public sectors, and has worked in high-conflict environments which have involved investigations into alleged war crimes and atrocities.

Shaun has led security risk assessments for large corporate organisations and has expert understanding of the ways in which organisational reforms can optimise effectiveness, strategic focus and operational delivery.



### ABOUT OSACO NZ

OSACO NZ is part of the OSACO Group, a global network of specialist consultants which is proudly New Zealand owned and operated.

We are local and international experts in investigations, training and safeguarding and are trusted providers of these services to the United Nations, INGOs (International Non-Governmental Organisations) and corporate organisations in New Zealand and around the world.

## DON'T WAIT FOR A CRISIS TO TEST YOUR BUSINESS RESILIENCE.

Contact OSACO NZ to have a confidential conversation about your needs.

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