PECB ISO 22361 Certified Lead Crisis Manager

4-day Accredited Training | Online Exam

Our **PECB-certified ISO 22361 Lead Crisis Manager course** provides valuable information on **the concepts, principles and practices of crisis management**. You will develop the skills to lead and support your organisation in developing and maintaining an effective **crisis management plan**.



• Understand the fundamental concepts and principles of crisis management

• Learn to establish and implement a crisis management plan

• Includes the certification and examination fees and extensive training materials

• Each learner will receive a course completion certificate with 31 CDP credits

• B2B Learning is a PECB Authorized Partner

COURSE OBJECTIVES

The Lead Crisis Manager training is designed to help participants develop solid expertise in the implementation and maintenance of a strategic crisis management capability. Based on ISO 22361 guidelines, this training offers a combination of theory and best practices, ensuring that the organisation is prepared to anticipate, respond to and recover from various crises. Aimed primarily those responsible for setting up a crisis management capability, crisis leaders, and those seeking to deepen their knowledge of crisis management, this course offers a learner-centred educational approach.

Participants will benefit from practical examples, interactive discussions and quizzes to strengthen their skills. At the end of the training, certification is available for those who pass the exam, certifying their competence in this crucial area. It is recommended that participants have a basic understanding of crisis management concepts before attending this training.

Key Learning Objectives

- Explain the fundamental concepts and principles of crisis management based on ISO 22361.
- Establish, maintain and continually improve a crisis management framework that includes leadership, structure, culture and competence.
- Anticipate, assess, prevent and prepare for crises.
- React, recover and learn from crises in order to improve an organisation's crisis management capacity.

COURSE AGENDA

Day 1 - Introduction to ISO 22361 and crisis management

- Training course objectives and structure
- Standards and crisis management models
- Fundamental concepts of crisis management
- Principles for crisis management
- Crisis communications

Day 2 - Crisis Management Framework

- Leadership
- Organizational structure
- Organizational culture
- Competence

Day 3 - Crisis Prevention and Preparedness

- Anticipation of crises
- Assessment of crises
- Prevention and mitigation of crises
- Preparedness for crises

Day 4 - Crisis Response and Recovery

- Response to crises
- Recovery from crises
- Continual improvement
- Closing of the training

Certification Exam

- The certification exam is taken online at a date and hour of your choice, with surveillance by PECB. If you prefer to take a paper-based exam on the 5th day, please mention this at booking.

Learning Methodology

This training course has a learner-centred approach and contains:

- Theoretical and practical examples and best practices related to crisis management
- Quizzes with stand-alone questions (at the end of each section) and scenario-based quizzes (at the end of each day), intended to prepare the participants for the certification exam
- Interaction between the trainers and participants by means of questions and discussions

WHO SHOULD ATTEND?

- Those responsible for implementing a crisis management capability within an organisation
- Persons responsible for implementing a crisis management plan and structure within the organisation
- Crisis manager(s)
- Crisis management team members
- Individuals wishing to gain an in-depth understanding of crisis management
- Anyone wishing to start or further their career in crisis management
- Consultants, advisors and professionals wishing to gain an in-depth knowledge of the guidelines of the ISO 22361 standard on crisis management

Prerequisites

Participants who want to attend this training course should have a fundamental understanding of crisis management concepts, framework, and process.

ABOUT THE EXAMINATION

The crisis management certification demonstrate that you are able to effectively design, develop, implement, monitor, and continually improve an organization’s crisis management capability. The “PECB Certified Lead Crisis Manager” exam meets all the requirements of the PECB Examination and Certification Program.

The exam is taken online, with PECB proctoring, at a date and time of your choice. If you prefer to take the paper-based exam at our office on the day after the course has finished (only option available), please let us know when you book your course.

Practical details:

- The exam passing score is 70%.
- The exam is open book and comprises 80 multiple-choice questions.
- Duration: 3 hours + 30 minutes extra time for non-native English speakers on demand

- After successfully passing the exam, candidates will be able to apply for obtaining the “PECB Certified LeadCrisis Manager” credential. Please refer to the candidate handbook for more details.
- Candidates who have completed the training course with B2B Learning, and failed the first exam attempt, are eligible to retake for free the exam within a 12-month period from the date the coupon code is received.

Please find the complete exam booklet for more information.