



CRISIS Management & Security Negotiation Skills



8 - 19 September 2024



Kuala Lumpur (Malaysia)

CRISIS Management & Security Negotiation Skills

course code: M12325 From: 8 - 19 September 2024 Venue: Kuala Lumpur (Malaysia) - Royale chulan hotel course Fees: 4500 Euro

The Programme Content

The programme has been designed to be interactive with several case studies and group exercises. A modular approach will take the delegates through the four stages of Crisis Management - Preparation, Planning, Response and Recovery. Participative lectures will involve the use of PowerPoint, handout material, work manual with all instructor notes and slides, examples of best practice and appropriate video/DVD material. The use of flip-charts, syndicate work-shops and reporting back sessions will encourage a fully participative and enjoyable event.

Pre-planning, who and what else should be considered?

- Who owns the mitigation process?
 - Self-evaluating questionnaires
- Developing and Implementing Emergency Plans
- Twelve point check list covering the whole planning process
- Mutual Aid arrangements
- Company-wide strategic contingency plans
- Service or departmental plans
- Building evacuation plans
- Crisis Management and Communications. Emergency Centre/s
- Developing and implementing a Business Continuity Management (BCM) strategy
- Business Impact Analysis. Case Study and Workshop

Dealing with a crisis - the 'communications' perspective

- Command and Control Issues
 - Operational (at the scene)
 - Tactical (at the forward control point/incident command)
 - Strategic (boardroom level/emergency operations centre)
- On Scene Crisis Management, essential elements for success
- Reputation Management - Managing the Media. 'How to' sessions include:
- Organising a Press Conference
- Conducting Radio and Television Interviews
- Case Study Exercise: Crisis Communications Strategy. Develop a crisis communications strategy and action plan based upon a given scenario

Incident Management & Aftermath

- Alerting and Warning. Case Studies. What can go right and what can go wrong
- Case Studies - Texas City Disasters 1947 and April 2005
- Major Incident Simulation - Role Playing Workshop
 - Syndicate selection
 - Reporting back
- Potential Psychological & Welfare problems in Crisis Management
- How to improve staff morale and confidence in the process
- The psychological effects during and after an incident involving injuries - and worse
- Looking after yourself and your staff
- Questionnaire, are your batteries in good condition?

What Makes a Negotiation a Success?

- Negotiation Exercise Number 1
- Personal obstacles to a successful negotiation
- Purchasing responsibilities as a negotiator
- Identifying the phases of a negotiation
- Understanding the phases of a negotiation
- What makes the “ winners” win - the elements of success
- Comparing Approaches in Negotiations
- Looking for a better deal for both parties
- When to use what style of negotiation
- Protecting yourself and your company
- Using Time as a key element
- Negotiation Exercise Number 2

The Expert Negotiator Has Many Talents

- Skill sets and knowledge requirements
- The role of intuition and Emotion
- Understanding your present personal capability
- Defining the negotiator competencies
- Uncovering the learning gap
- Identifying what should be negotiated
- Positioning the negotiation
- Determining the suppliers likely position
- The influence of long and short term supplier relationships
- The importance of research
- Negotiation Exercise Number 3

