Sentinel
Global Solutions

TRAINING COURSE

Crisis Leadership and Scenario-Based Exercises

A practical course for leadership and crisis teams

DURATION
1 to 5 days

FORMAT
Workshops and live exercises

DELIVERY
In-company or online

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Course overview

This course prepares leaders to take control when a serious incident hits: to organise a crisis team, make sound decisions with incomplete information, communicate clearly and lead the organisation into recovery.

It is built around realistic scenarios tailored to your organisation, from a cyber attack or major fire to a product failure or loss of a critical supplier. Participants learn by doing, then reflect on what they did in a structured debrief.

At a glance

DURATION
Standard course of 3 days, with 1-day and 5-day options

FORMAT
Short workshops, tabletop exercises and a full scenario exercise

SECTORS
Any organisation: business, finance, public sector, healthcare and industry

CLASS SIZE
Up to 12 participants, ideally a real crisis team

ASSESSMENT
Exercise performance and a structured debrief

CERTIFICATION
Certificate of completion for each participant

Who should attend

Senior leaders, members of crisis and incident management teams and their deputies, and managers responsible for emergency response, communications or business continuity.

Learning outcomes

On completion, participants will be able to:

1. Recognise when an incident becomes a crisis, and activate and escalate the response.
2. Set up and run a crisis management team with clear roles and a working battle rhythm.
3. Make and record sound decisions under pressure and with incomplete information.
4. Communicate with staff, customers, media and regulators in the first critical hours.
5. Lead the organisation from response into recovery.
6. Capture lessons from exercises and real events and turn them into improvements.

Course programme

The standard three-day programme moves from understanding crises, through decisions and communication, to a full live exercise built around your organisation.

Standard three-day programme

DAY 1	**Understanding crises and crisis teams** What makes a crisis; the crisis lifecycle; crisis team structure, roles and deputies; activation thresholds and escalation; the first hour; logs and decision records. **Practical:** Map your own crisis team, triggers and call-out arrangements
DAY 2	**Decisions and communication under pressure** Situational awareness; structured decision-making when information is incomplete; avoiding common traps such as tunnel vision and groupthink; stakeholder mapping; holding statements; spokesperson basics. **Practical:** Tabletop exercise with timed injects, followed by a media and stakeholder drill
DAY 3	**Full scenario exercise and recovery** A multi-stage scenario run in real time with escalating injects; transition from response to recovery; structured debrief; building an improvement plan. **Practical:** Live crisis exercise, debrief and a team action plan

Other formats

One day	A focused exercise and debrief for an established crisis team, ideal for an annual test.
Five days	The full programme plus exercise design, so participants can plan and run their own exercises, and an extended crisis communication module.

Scenarios are written for each client, using their own sites, services, risks and stakeholders, so the exercise feels real and the lessons apply directly.

Course materials

Every participant receives a complete set of materials, theirs to keep after the course.

Item	Format	Use
Participant workbook	PDF	Reference notes, checklists and templates used throughout the course
Scenario and exercise pack	PDF	Briefing material and the exercise record for later review
Course slides	PDF	The full slide set, for participants to take home
Certificate of completion	PDF	Issued to each participant who completes the course
Post-exercise report	PDF	For in-company exercises: key findings and recommended actions

ENQUIRIES AND BOOKINGS

Sentinel Global Solutions

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