JUPITER PRIME

Consulting • Training • Advisory

جوبيتر برايم للاستشارات والتدريب

COURSE BROCHURE

Incident Notification and Stakeholder Update Skills Training Course

jupiterprime.uk

info@jupiterprime.uk

Registered in the United Kingdom and Saudi Arabia

Incident Notification and Stakeholder Update Skills Training Course

Incident Notification and Stakeholder Update Skills is a 1-week training course for duty managers, incident controllers and internal communication staff, who leave with a first-hours notification kit of call scripts, radio protocols and update templates. Organisations are judged on how quickly and calmly they tell staff, families and partners what is happening, long before any public statement. Jupiter Prime Training delivers this course for those who speak in the opening hours.

Why Incident Notification and Stakeholder Update Skills Matter Now

Two pressures shape early incident notification today. Staff and relatives now learn about events through phones within minutes, so silence from the duty manager fills quickly with guesswork. Shift patterns, contractors and dispersed sites also mean the people who need an alert are rarely in one room. Clear, timed notifications protect welfare, keep responders coordinated and preserve trust; muddled ones cause duplicate calls, missed people and distress. The course aligns with the communication and warning elements of ISO 22361 Security and Resilience, Crisis Management Guidelines and ISO 22301 Business Continuity Management Systems.

Who Gains Most from Incident Notification and Stakeholder Update Skills

- Duty managers who make the first internal alert and decide who must hear it
- Incident controllers who run radio nets and briefings at the scene
- Internal communication staff who prepare staff bulletins and intranet updates
- Human resources contacts who handle next-of-kin and family calls
- Control room operators who log, relay and confirm messages between teams

Groups that gain most are a site's control room and its human resources contacts attending together, so call scripts and family liaison steps link without gaps.

Incident Notification and Stakeholder Update Skills Capabilities

Participants practise speaking, writing and relaying under the clock until each notification is short, accurate and confirmed.

- Apply radio voice procedure and read-back discipline — incident controllers keeping the net clear
- Build tiered internal alert lists and call trees — duty managers deciding who hears first
- Communicate sensitive news to families and staff with care — human resources and welfare leads
- Design plain-language update templates for staff bulletins — internal communication teams
- Test handover briefings using a structured format — incoming shift leaders taking control
-

Weigh accuracy against speed when information is incomplete — the incident controller's release call

Key Incident Notification and Stakeholder Update Skills Terms

- Voice Procedure — standard radio wording and call signs that keep transmissions brief and unambiguous
- Read-Back — repeating a received instruction to the sender so both confirm it was heard correctly
- Call Tree — a pre-set order in which people phone or message others to spread an alert quickly
- Next-of-Kin Notification — informing an injured or missing person's family directly, privately and with verified facts
- Handover Briefing — a structured exchange that passes incident status, risks and open actions to an incoming lead
- Plain-Language Update — a short notice written without jargon that states facts, actions and when the next update follows

Incident Notification and Stakeholder Update Skills Day by Day

Day 1: The First Hours of an Incident

- Notification Timeline Mapping — Who Needs to Know Within Each Hour
- ISO 22361 Warning and Informing Elements — Framing Early Notification Duties
- Audience Segmentation for Alerts — Separating Responders, Staff, Families and Partners
- Incident Log Discipline — Recording What Was Said, When and to Whom
- Information Gaps Matrix — Deciding What to Release While Facts Are Incomplete

Day 2: Radio and Briefing Discipline

- Radio Voice Procedure and Call Signs — Keeping the Net Clear
- Read-Back and Confirmation Loops — Preventing Misheard Instructions
- Structured Scene Reports — Shaping the First Situation Call
- Stand-Up Briefing Format — Aligning Responders in Five Minutes
- Channel Selection Rules — Choosing Radio, Phone, Text or Face-to-Face

Day 3: Internal Alerts and Staff Notification

- Tiered Alert Lists and Call Trees — Reaching the Right People First
- Mass Notification Platform Settings — Targeting Groups Without Over-Alerting
- Shift and Contractor Reach — Covering Off-Site and Night Workers
- Staff Bulletin Templates — Writing Plain-Language Internal Updates
- Accountability Check-Ins — Confirming Staff Safety and Location

Day 4: Families, Partners and Handover

- Next-of-Kin Notification Steps — Delivering Difficult News in Person
- Family Liaison Line Scripts — Handling Calls From Worried Relatives
- Partner and Supplier Notices — Updating Contractors, Landlords and Clients
- Structured Handover Briefing — Passing Status to the Incoming Shift
- Update Cadence Planning — Promising and Keeping the Next Update Time

Day 5: Practising the First-Hours Notification Kit

- Timed Radio Net Exercise — Applying Voice Procedure Under Load
- Alert Cascade Drill — Testing Call Trees Against the Clock
- Family Call Role-Play — Applying Scripts With Distressed Relatives
- Shift Handover Simulation — Testing Briefing Completeness
- First-Hours Notification Kit — Finalising Scripts, Protocols and Templates

Applying Incident Notification and Stakeholder Update Skills After the Course

- Run a call tree test on one shift and record how long the final contact takes to confirm receipt
- Rewrite the site's staff bulletin template in plain language and agree an update cadence with the duty roster

Incident Notification and Stakeholder Update Skills Questions FAQ

What are incident notification and stakeholder update skills, and why do they matter now?

They are the skills used to alert staff, families and partners in an incident's first hours. Phones spread news within minutes, so muddled notification quickly damages trust.

Which roles gain most from incident notification and stakeholder update skills training?

Duty managers, incident controllers, internal communication staff and human resources contacts gain most, because you make the first calls, run radio nets and write early staff updates.

How does incident notification and stakeholder update skills training differ from a crisis communication course?

It covers internal alerts, radio discipline, family calls and handovers in the first hours, whereas a longer crisis communication course concentrates on media and reputation.

What do you bring back from incident notification and stakeholder update skills training?

You bring back a notification kit with call trees, radio protocols, family call scripts, a handover format and plain-language update templates, all practised under time pressure.

Incident Notification and Stakeholder Update Skills: The Way Forward

The first-hours notification kit first informs the duty manager's decision on who is alerted, in what order and by which channel. Control room operators, incident controllers and human resources contacts use its scripts and templates in factories, offices and hospitals alike. After its first use, revisit the update cadence, since experience often shows people needed news sooner.