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COURSE BROCHURE

# Advanced Crisis Management and Crisis Room Operations Training Course

23 May – 3 June 2027
Online

# Advanced Crisis Management and Crisis Room Operations Training Course

**Ref:** 164_4693 **Date:** 23 May – 3 June 2027 **Location:** Online **Fees:** 3200 GBP

Advanced Crisis Management and Crisis Room Operations is a 2-week training course for crisis management team leaders, security directors and senior managers, built around a crisis room operating manual that each participant completes and shares with colleagues. When a serious incident strikes, the quality of the crisis room, its roles, displays and rhythm, decides whether leaders see clearly or drown in noise. Jupiter Prime Training offers Crisis Management and Crisis Room Operations for those who run that room.

## Why Crisis Management and Crisis Room Operations Matter Now

Three forces shape crisis rooms today: distributed organisations whose teams must coordinate across sites and virtual platforms, security threats that blend physical, cyber and reputational harm, and owners, authorities and media who demand updates within minutes. An airline facing a grounded fleet or a utility managing a regional outage depends on a room that converts raw reports into decisions. Well-run rooms keep information verified, actions owned and leaders focused; poorly run rooms duplicate effort and lose track of commitments. The course draws on ISO 22361, the international guideline for crisis management, for its view of crisis capability.

## Who Gains Most from Crisis Management and Crisis Room Operations

- Leaders who chair or coordinate the crisis management team during activation
- Security heads who bring threat intelligence and protective decisions into the crisis room
- Senior managers who represent operations, legal or human resources in the room
- Coordinators who design simulations and evaluate crisis room performance
- Managers of regional or site rooms who synchronise with headquarters

A crisis management team gains most when its chair, its information manager and its security lead attend together and rehearse the hand-offs between their roles.

## Crisis Management and Crisis Room Operations Capabilities

Participants leave able to open, staff and run a crisis room that turns incoming reports into owned actions and recorded decisions.

- Design a crisis room layout and activation checklist — facilities and security heads
- Assign crisis room roles with clear interfaces between strategic, tactical and operational tiers — the crisis management team chair
- Build status boards and a master events log — situational clarity for senior managers
- Apply decision support tools to compare courses of action — strategic choices under pressure
- Test crisis room performance through designed simulations — boards and assurance functions

- Communicate post-crisis review findings as owned improvement actions — executive committees

## Key Crisis Management and Crisis Room Operations Terms

- Crisis room — the physical or virtual facility where the crisis management team gathers information, decides and coordinates response.
- Master events log — a chronological record of every development, decision and action during the crisis.
- Status board — a shared display showing current actions, owners, deadlines and unresolved issues.
- Inject — a scripted piece of information released during a simulation to create pressure or test a response.
- Hot debrief — a short review held immediately after an incident or exercise to capture fresh observations.
- Information management cell — the crisis room function that collects, verifies and distributes incident information.

## Crisis Management and Crisis Room Operations Day by Day

### Day 1: The Crisis Lifecycle and Structures

- Crisis Lifecycle Model — Mapping Detection, Response, Recovery and Learning
- ISO 22361 Crisis Framework — Structuring Capability Around Anticipation and Response
- Crisis Typology Grid — Separating Sudden, Smouldering and Slow-Burn Events
- Crisis Management Team Charter — Defining Mandate, Membership and Activation Authority
- Aviation and Utility Case Reviews — Comparing Crisis Room Performance Under Pressure

### Day 2: Strategic, Tactical and Operational Levels

- Three-Tier Response Structure — Separating Strategic Intent From Tactical Coordination
- Tier Interface Points — Preventing Duplicated or Missing Decisions
- Liaison Officer Roles — Connecting the Crisis Room With Field Responders
- Multi-Site Coordination Cells — Synchronising Regional Rooms With Headquarters
- External Agency Interface — Aligning Corporate Rooms With Emergency Services

### Day 3: Crisis Room Design and Set-Up

- Crisis Room Layout Options — Arranging Workstations, Displays and Breakout Spaces
- Alternate Room Readiness — Ensuring Facilities When Headquarters Is Unusable
- Virtual Crisis Room Platforms — Running Distributed Teams Across Locations
- Room Activation Checklist — Opening the Facility Within Minutes
- Equipment Resilience Testing — Verifying Power, Connectivity and Secure Communication

## Day 4: Crisis Room Roles and Information Management

- Crisis Room Role Cards — Assigning Chair, Coordinator, Log-Keeper and Analysts
- Information Management Cell — Collecting, Verifying and Distributing Incident Data
- Status Board Design — Displaying Actions, Owners, Deadlines and Open Issues
- Master Events Log — Recording Every Incident Development and Action Taken
- Meeting Cadence Templates — Running Short, Structured Crisis Room Sessions

## Day 5: Decision Support Tools

- Impact Assessment Templates — Quantifying People, Asset and Service Consequences
- Option Evaluation Matrix — Comparing Courses of Action Against Agreed Criteria
- Geographic Mapping Displays — Visualising Affected Sites, Routes and Resources
- Resource Tracking Sheets — Allocating Personnel, Equipment and Contractors
- Incident Projection Tools — Anticipating How the Situation May Evolve

## Day 6: Stakeholder Pressure and Coordination

- Stakeholder Pressure Mapping — Anticipating Demands From Owners, Authorities and Media
- Stakeholder Liaison Cell — Assigning Owners for Each External Relationship
- Family and Victim Support Coordination — Meeting Humanitarian Duties With Care
- Media and Social Monitoring Feed — Bringing Public Sentiment Into the Room
- Partner and Supplier Updates — Sharing Situation Reports Across Organisations

## Day 7: Security-Led Crises

- Threat Assessment Briefings — Integrating Security Intelligence Into Crisis Decisions
- Hostile Event Protocols — Escalating Extortion and Violent Threats Appropriately
- Evacuation and Shelter Decisions — Choosing Protective Actions for Staff
- Cyber Incident Interface — Coordinating Technical Teams With the Crisis Room
- Personnel Accountability Tracking — Locating Staff at Remote or Affected Sites

## Day 8: Simulation Exercise Design

- Exercise Objectives and Scope — Selecting Capabilities Each Simulation Must Test
- Scenario Narrative Construction — Building Plausible, Escalating Storylines
- Inject Scheduling — Timing Pressure Points Across the Exercise
- Exercise Control Cell — Managing Players, Role-Players and Observers
- Evaluation Criteria — Measuring Crisis Room Performance Objectively

## Day 9: Post-Crisis Reviews

- Hot Debrief Method — Capturing Immediate Observations Before Memories Fade
- Structured After-Action Review — Comparing Intended and Actual Outcomes
- Root Cause Exploration — Separating Symptoms From Underlying Failures
- Improvement Action Tracker — Assigning Owners and Deadlines to Fixes
- Lessons Dissemination — Updating Procedures, Training and Room Design

## Day 10: Practising the Crisis Room Operating Manual

- Full Crisis Room Simulation — Applying Roles, Status Boards and Meeting Cadence
- Tier Interface Stress Test — Applying Liaison Arrangements Across Command Levels
- Stakeholder Pressure Injects — Testing Liaison Cells Under Competing Demands
- Exercise Hot Debrief — Applying Review Methods to Simulation Findings
- Crisis Room Operating Manual — Assembling Layout, Roles, Tools and Review Procedures

## Applying Crisis Management and Crisis Room Operations After the Course

- Lead an unannounced activation test of the primary and alternate crisis rooms using the activation checklist and record the time to readiness.
- Run a two-hour simulation with scripted injects and close it with a hot debrief that feeds the improvement action tracker.

## Crisis Management and Crisis Room Operations Questions FAQ

### What is crisis management and crisis room operations and why does it matter now?

Crisis management and crisis room operations is the discipline of structuring the crisis team, its facility and its information flow so leaders can decide quickly. It matters now because distributed teams and blended threats make an organised crisis room the difference between control and confusion.

### Which roles gain most from advanced crisis management and crisis room operations?

Crisis management team leaders, security directors and senior managers gain most. You benefit if you chair or coordinate a crisis room, represent a function within it, or design the simulations that test it.

### How does advanced crisis management and crisis room operations differ from a crisis leadership course?

Advanced crisis management and crisis room operations concentrates on the room itself: roles, displays, logs, tools, simulations and reviews. A crisis leadership course focuses on personal judgement and command behaviour, while this one builds the machinery that supports those leaders.

### What do you bring back from crisis management and crisis room operations training?

You bring back a crisis room operating manual with layout options, role cards, status board templates, an activation checklist and review procedures. It lets your organisation open and run its crisis room consistently at the next activation.

## Crisis Management and Crisis Room Operations: The Way Forward

The crisis room operating manual gives a crisis management team one reference for opening, staffing and running its room. Its first use is confirming who opens the alternate room when headquarters is unavailable. Team chairs, information managers and security leads use it together. After the first simulation, the meeting cadence deserves another look, since exercises often show sessions running too long.