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COURSE BROCHURE

Organisational Resilience Fundamentals for Operational Managers Training Course

23 – 27 May 2027
Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

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Ref: 1389_51993 **Date:** 23 – 27 May 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Organisational Resilience Fundamentals for Operational Managers is a 1-week training course for supervisors and managers who run sites, shifts, service lines and support functions, and who leave with a Unit Resilience Health Check and Recovery Action Plan. Disruption now arrives through suppliers, systems, people and weather at once, so the unit that absorbs a shock and keeps serving customers protects the whole organisation. Jupiter Prime Training runs this course for operational managers.

Why Organisational Resilience Fundamentals Matters Now

Three forces shape resilience at unit level today: tighter supplier chains with little slack, wider reliance on shared digital platforms, and workforces stretched across shifts and contractors. A unit that recognises early warning signs, keeps critical services running and returns to normal quickly protects revenue, safety and reputation; a unit that improvises under pressure loses customers and staff goodwill. The course rests on the international guidance standard for organisational resilience, the business continuity management system BCMS approach and the plan-do-check-act PDCA cycle, translated into the routines a line manager actually controls.

Who Gains Most from Organisational Resilience Fundamentals

- Managers responsible for keeping a production line, depot or plant running through equipment, staffing and supply interruptions
- Service leads accountable for customer-facing queues, contact centres or field teams during outages
- Coordinators who own local risk logs, incident reports and recovery checklists
- Planners who balance spare capacity, stock buffers and rotas against cost targets
- Support-function heads in facilities, IT service desks or procurement who keep other units supplied

Operations teams from one site or division gain most when a shift manager, a planner and a support lead attend together and build one shared recovery picture.

Organisational Resilience Fundamentals Capabilities

Participants move from reacting to each disruption to shaping how their unit anticipates, absorbs and bounces back from it.

- Identify the critical services, people and suppliers a unit cannot lose — prioritising recovery effort
- Scan for weak signals of disruption in operating data — escalation to senior managers
- Design buffers, cross-training and workarounds that add spare capacity — budget holders and planners
- Lead a first-hour incident huddle with clear roles — frontline teams and customers
- Run a structured post-incident debrief — lasting fixes rather than blame

- Build a unit resilience health check with a recovery action plan — the division head

Key Organisational Resilience Fundamentals Terms

- Organisational resilience — the ability of an organisation to anticipate, prepare for, respond to and adapt to sudden shocks and gradual change.
- Critical service — an output whose interruption beyond a short period causes serious harm to customers, safety or finances.
- Adaptive capacity — the spare skills, resources and decision freedom that let a unit change how it works under pressure.
- Weak signal — an early, ambiguous indicator, such as rising rework or late deliveries, that may precede a larger disruption.
- Recovery time objective — the target time within which a critical service must be restored after an interruption.
- Single point of failure — one person, machine, supplier or system whose loss stops a critical service.

Organisational Resilience Fundamentals Day by Day

Day 1: The Unit in a Disrupted World

- Resilience Definitions and Principles — Shared Language Across Shifts
- Shock Versus Slow-Burn Stress — Which Threats Deserve Attention First
- International Resilience Guidance Attributes — Gaps in Current Unit Practice
- Disruption Case Reviews From Logistics and Healthcare — Lessons for Line Managers
- Stakeholder Expectation Mapping — Who Feels an Outage Soonest

Day 2: Finding What Must Not Fail

- Critical Service Inventory — Recovery Priorities for the Unit
- Single Point of Failure Walkthrough — People, Machines and Suppliers at Risk
- Recovery Time Objective Setting — Tolerable Downtime per Service
- Supplier Dependency Check — Alternate Sources and Stock Buffers
- Local Risk Log Refresh — Likelihood and Impact Ratings

Day 3: Sensing and Absorbing Pressure

- Horizon Scanning Routines — Weekly Signals Worth Escalating
- Operating Data Early Warning Indicators — Thresholds That Trigger Action
- Cross-Training Matrix — Cover for Key Skills and Absences
- Spare Capacity and Buffer Design — Cost Against Protection Trade-Offs
- Manual Workaround Playbooks — Service Continuity When Systems Fail

Day 4: Leading Response and Recovery

- First-Hour Incident Huddle — Roles, Facts and Immediate Actions
- Calm Crisis Communication Scripts — Staff, Customers and Senior Managers
- Decision Making Under Uncertainty — When to Escalate or Act Locally
- Team Wellbeing During Prolonged Disruption — Fatigue and Rota Choices
- Post-Incident Debrief Method — Root Causes and Lasting Fixes

Day 5: Practising the Unit Resilience Health Check

- Critical Service and Dependency Findings — Health Check Baseline
- Early Warning and Buffer Choices — Priority Improvements
- Incident Huddle Simulation — Testing Roles and Communication
- PDCA Improvement Cycle — Review Points and Owners
- Unit Resilience Health Check and Recovery Action Plan — Sign-Off With the Division Head

Applying Organisational Resilience Fundamentals After the Course

- Lead a one-hour single point of failure walkthrough with the unit and add the findings to the local risk log.
- Run a tabletop incident huddle on one critical service and record the gaps in a post-incident debrief.

Organisational Resilience Fundamentals Questions FAQ

What is organisational resilience fundamentals training and why does it matter now?

It is practical training in how a unit anticipates, absorbs and recovers from disruption. It matters now because supplier, technology and workforce shocks increasingly overlap, and line managers are the first to feel them.

Which roles gain most from organisational resilience fundamentals training?

Operational managers gain most: shift and site managers, service leads, planners, risk coordinators and support-function heads who keep critical services running day to day and need simple routines to protect them.

How does organisational resilience fundamentals training differ from strategic resilience or continuity planning courses?

It works at unit level rather than board level. Strategic resilience courses address long-range scenarios and investment; continuity planning courses build formal plans. This course gives line managers daily routines for sensing, absorbing and recovering from disruption.

What do you bring back from organisational resilience fundamentals training?

You bring back a health check of your unit's critical services and weak points, plus a recovery action plan with owners and review dates agreed in principle with your division head.

Organisational Resilience Fundamentals: The Way Forward

The Unit Resilience Health Check and Recovery Action Plan first informs which single point of failure to remove before the next busy season. Shift managers, planners and support leads use it to agree cover, buffers and escalation thresholds. After its first real incident, revisit the early warning indicators: the signals that actually preceded the disruption often differ from the ones expected.