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COURSE BROCHURE

# Business Continuity and Crisis Management Training for Team Leaders

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New York

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# Business Continuity and Crisis Management Training for Team Leaders

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Business Continuity and Crisis Management for Team Leaders is a 1-week training course for department managers, continuity champions and team leaders new to crisis roles, built around a departmental readiness pack that each participant completes and shares with their team. Disruption rarely announces itself at board level first; it lands on a department that has lost a system, a supplier or several staff at once. Jupiter Prime Training offers Business Continuity and Crisis Management for leaders taking on these duties for the first time.

## Why Business Continuity and Crisis Management Matter Now

Three pressures make departmental readiness important today: lean teams in which one absence can halt a service, shared digital tools whose failure affects every desk at once, and customers and citizens who expect clear answers when services slow down. A retail distribution team or a public service counter that knows its priorities and workarounds keeps serving people; one that waits for instructions loses hours and goodwill. Departments that prepare simple plans and practise escalation make the wider response easier for senior leaders. The course introduces ISO 22301, the standard for business continuity management systems BCMS, and ISO 22361, the guideline for crisis management, at the level a department needs.

## Who Gains Most from Business Continuity and Crisis Management

- Managers responsible for keeping a department's services running during disruption
- Continuity champions who coordinate preparedness tasks within their teams
- Team leaders who would brief staff and escalate problems on the day
- Supervisors who hold key records, systems access or supplier contacts
- Newly appointed crisis team members who need a clear starting point

An organisation gains most when champions from several departments attend together and agree a common format for their plans.

## Business Continuity and Crisis Management Capabilities

Participants leave able to describe what their department must protect, how it would keep working and whom it would tell.

- Assess which departmental activities must continue and how quickly harm builds — senior managers setting priorities
- Build a one-page continuity plan with practical workarounds — team members on the day
- Specify escalation routes for reporting incidents promptly — the crisis team
- Communicate calm, factual briefings to staff during disruption — colleagues and customers
- Test departmental arrangements through a first tabletop exercise — continuity coordinators

## Key Business Continuity and Crisis Management Terms

- Business continuity — the ability to keep delivering priority products or services at an acceptable level during disruption.
- Critical activity — a task the department must keep performing, or restore quickly, to avoid serious harm.
- Workaround — an alternative way of carrying out an activity when normal people, premises or systems are unavailable.
- Continuity champion — a staff member who coordinates preparedness tasks and plan updates within a department.
- Escalation route — the agreed path for reporting an incident from the person who spots it to those who decide.
- Tabletop exercise — a guided discussion in which a team talks through its response to a realistic scenario.

## Business Continuity and Crisis Management Day by Day

### Day 1: Disruption and Departmental Readiness

- Departmental Disruption Types — Recognising People, Premises, Technology and Supplier Losses
- ISO 22301 and ISO 22361 Overview — Placing Departmental Duties Within Organisational Frameworks
- Continuity Champion Role Profile — Defining Everyday Duties Before Incidents
- Departmental Readiness Self-Check — Spotting Quick Wins for Team Leaders
- Retail and Public Service Examples — Comparing Departments That Coped and Struggled

### Day 2: Simple Impact Analysis for Teams

- Critical Activity Listing — Naming What the Department Must Keep Doing
- Impact Over Time Grid — Judging How Quickly Harm Builds
- Minimum Staffing and Skills Check — Identifying Single-Person Dependencies
- Key Records and Systems Inventory — Knowing Which Tools Teams Cannot Lose
- Departmental Priority Agreement — Confirming Recovery Order With Senior Managers

### Day 3: Departmental Continuity Plans

- One-Page Continuity Plan Format — Keeping Instructions Short and Usable
- Workaround Options — Choosing Manual, Remote or Relocated Working
- Staff Contact and Welfare Lists — Reaching and Supporting Colleagues Quickly
- Supplier and Customer Contact Sheet — Informing Partners During Disruption
- Plan Storage and Access — Keeping Copies Available When Systems Fail

## Day 4: Crisis Roles, Escalation and Communication

- Crisis Team Structure for Newcomers — Recognising Who Decides at Each Level
- Incident Escalation Routes — Reporting Problems Promptly to the Right Person
- Team Briefing Scripts — Keeping Staff Informed Without Spreading Rumours
- Customer and Public Enquiry Handling — Directing Questions to Approved Spokespeople
- Personal Composure Techniques — Staying Effective Under Early Pressure

## Day 5: Practising the Departmental Readiness Pack

- Departmental Impact Grid Exercise — Applying Time-Based Ratings to a Case Team
- Continuity Plan Drafting — Applying the One-Page Format to Priority Activities
- First Tabletop Exercise — Testing Escalation Routes and Briefing Scripts
- Exercise Debrief — Capturing Gaps and Assigning Simple Fixes
- Departmental Readiness Pack — Assembling Priorities, Plan, Contacts and Escalation Routes

## Applying Business Continuity and Crisis Management After the Course

- Lead a short session with the team to confirm critical activities and identify any single-person dependencies.
- Run a thirty-minute tabletop exercise on a likely disruption and update the one-page continuity plan with the findings.

## Business Continuity and Crisis Management Questions FAQ

### What is business continuity and crisis management and why does it matter now?

Business continuity and crisis management is how an organisation keeps priority services running and responds in an organised way when disruption strikes. It matters now because lean teams and shared systems mean one failure can stop a department within minutes.

### Which roles gain most from business continuity and crisis management for team leaders?

Department managers, continuity champions, team leaders and new crisis team members gain most. You benefit if you have just been given preparedness duties or would lead your team through a disruption.

### How does business continuity and crisis management for team leaders differ from an advanced continuity planning course?

Business continuity and crisis management for team leaders works at department level with simple tools and a first exercise. An advanced continuity planning course covers organisation-wide impact analysis, strategies and board reporting for specialists.

## What do you bring back from business continuity and crisis management training?

You bring back a departmental readiness pack with agreed priorities, a one-page continuity plan, contact lists and escalation routes. It gives your team a clear starting point that the continuity function can build on.

## Business Continuity and Crisis Management: The Way Forward

The departmental readiness pack gives a team its own short record of what to protect, how to keep working and whom to tell. Its first use is agreeing which activity restarts first after an outage. Managers, champions and team leaders use it together. After the first exercise, the contact lists deserve another look, since tests often reveal outdated numbers and missing deputies.