

CRISIS RESPONSE COORDINATOR: EMERGENCY RESPONSE & INCIDENT MANAGEMENT

Start Date:	20/04/2026	End Date:	24/04/2026
Categories:	HSSE	Venues:	London
Formats:	In Person	Instructors:	

OVERVIEW

This intensive course prepares participants to assume leadership roles during emergencies by developing the skills necessary for rapid assessment, decision-making, coordination, and management of crisis incidents. The focus is on equipping crisis response coordinators with structured methodologies for handling emergencies, ensuring effective communication, and managing post-incident recovery across various industries.

OBJECTIVES

By the end of this course, participants will be able to: – Assume leadership roles during crises using structured incident management frameworks. – Coordinate cross-functional response teams and external agencies during emergencies. – Execute real-time assessment, decision-making, and resource allocation under high-pressure situations. – Implement incident reporting systems, internal communication protocols, and stakeholder updates. – Lead post-incident evaluations and develop strategies to strengthen future crisis response capabilities.

COURSE OUTLINE

1- The Role and Responsibilities of the Crisis Response Coordinator
2- Incident Command Systems (ICS) and Emergency Response Frameworks
3- Leadership and Decision-Making in High-Stress Emergency Situations
4- Crisis Communication, Incident Reporting, and Stakeholder Management
5- Post-Incident Analysis, Lessons Learned, and Resilience Building

TARGET AUDIENCE

All Supervisory Levels, Crisis Response Coordinators, Emergency Response Team Leaders, HSE Professionals, Operations Supervisors, Facility Managers, Business Continuity Professionals, and individuals responsible for leading and managing emergency incidents.

METHODOLOGY

The course uses interactive simulations, emergency scenario role-playing, leadership and communication workshops, real-time decision-making exercises, after-action reviews, and group discussions to ensure practical learning and skill development.

CONCLUSION

Participants will be capable of leading coordinated emergency responses, making critical decisions under pressure, managing internal and external communications during crises, and enhancing their organizations' overall emergency preparedness and resilience.

DAILY AGENDA

Day 1: Understanding the Role of the Crisis Response Coordinator

Explore the core responsibilities, authority structures, and best practices expected from a crisis response coordinator.

Day 2: Emergency Response Frameworks and Incident Management Systems

Learn the structure and operations of Incident Command Systems (ICS) and emergency response protocols across industries.

Day 3: Leadership and Decision-Making During Crises

Develop leadership behaviors and rapid decision-making skills required in high-pressure and uncertain crisis environments.

Day 4: Incident Reporting, Crisis Communication, and Stakeholder Management

Master incident documentation, real-time communication practices, and engagement strategies with internal teams and external parties.

Day 5: Post-Incident Analysis and Organizational Resilience Development

Lead post-crisis reviews, analyze performance gaps, and implement strategies for improving organizational resilience and response readiness.

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For more information, please contact us:

Email: info@gatewayconsulting.com | Phone: +96522968641

<https://gatewayconsulting.com>