



QUALITY MANAGEMENT INTERNATIONAL, INC.
www.QMII.com

CRISIS MANAGEMENT AND PREVENTION

It is best to have a proactive system which can let data predict risks and trends so crisis situations can be avoided. Crisis management is about knowing how to react appropriately. The role of crisis management teams is to help manage these situations when they occur. Crisis management teams with their experience where possible, also avoid crisis happening altogether.

QMII's one-day Crisis Management course focuses on providing participants with the skillset and tools needed to identify risks to the system and its continuity post a crisis and the actions to take to manage these risks. This preparation will enable crisis prevention and better response in the case of an actual crisis.

Interactive workshops based on real-world scenarios walk students through the entire crisis management process. This course is a great add-on to our accident investigation and other auditor courses.

To tailor this course specifically for your audience/industry please contact us.

What you will Learn:

- ✓ Plan, anticipate and avoid crisis where possible
- ✓ Manage the reputation of your organization when crisis occurs
- ✓ Respond appropriately to a crisis
- ✓ Address issues of online reputation by media management and crisis communication
- ✓ Develop tools that will help support your crisis management plan
- ✓ Understanding Clause 7.3 & 7.4 of ISO 9001:2015

Who should attend:

- ✓ Top management
- ✓ Business Continuity Managers
- ✓ Those responsible for implementation of crisis prevention, management and crisis communication
- ✓ Problem-solving / Issue Resolution team members
- ✓ Functional managers

Call [888.357.9001](tel:888.357.9001) today to schedule training or get more information about our training, consulting, and auditing services.

You can also visit our website: www.QMII.com.