



Training and Development Solutions

Education, awareness and development



About us

Control Risks is a specialist risk consultancy that helps create secure, compliant and resilient organisations. We believe that taking risks is essential to success, so we provide the insight and intelligence you need to realise opportunities and grow. And we ensure you are prepared to resolve issues and crises. From the boardroom to the remotest location, we have developed an unparalleled ability to bring order to chaos and reassurance to anxiety.



“

May I take this opportunity to thank you for all your help throughout the course, especially in the build-up. The course was very informative, well-structured and professionally run. The instructors took care to ensure I understood each element which put me at ease and allowed me to enjoy the course.

Pete,
Security Manager,
Burkina Faso

Training Solutions

Education, Awareness and Development

Training and development solutions

Implement a robust and auditable duty of care programme for your employees, demonstrating the commitment you as an employer take to ensure their safety and security at all times.

Take advantage of our global footprint and access our in-person training facilities in Europe, North America, Latin America, East and West Africa, the Middle East and Central Asia or in-person training not suitable for your organisation? Ask about our virtual instructor-led classes instead or consider our eLearning portfolio to train a wider portion of your employee base.

So why choose Control Risks?

Our established international presence and unrivalled knowledge of diverse security and operating environments make us a recognised global leader in security, risk and resilience training, with a proven track record for delivering high-quality courses around the world.



International standards, best practice advice, real-world experience:

- ▶ Developed and delivered by experienced security risk management practitioners who have supported our clients in some of the most challenging operating environments globally.
- ▶ Course material based on the latest international standards and best practice guidance, integrated with real-life events and issues in the field of security, risk and resilience management.
- ▶ International training facilities in Europe, North America, Latin America, East and West Africa, the Middle East and Central Asia.



Delivered with your business in mind:

- ▶ Collaborative approach to tailor course material to specific threat environments
- ▶ Option to integrate company policies, procedures and protocols into training delivery
- ▶ Conveniently choose from one of our international facilities or hold training at your organisation's facilities or project locations

Training locations:

We can conduct our in-person training at any of our 36 global offices, our global training centres, your own corporate offices or project sites or hotel conference facilities of your choice.

Dedicated global training locations:



Millbrook, Bedfordshire, UK
(Defensive Driver training only)



Shuttleworth Estate,
Bedfordshire, UK



Hainaut Sécurité,
Mons, Belgium



Lakowe Lakes, Lekki,
Lagos, Nigeria



Maanzoni Lodge, Lukenya,
Nairobi, Kenya



Swartkops Raceway, Johannesburg,
South Africa Hatta Fort, Dubai



Fontana Hotel, San Fernando,
Manila, Philippines



Autodromo Moisés Solana,
Mexico City, Mexico

Our global reach

36

From our network of 36 offices,
we work wherever you need us.



Find the right training solutions for your business:



Corporate duty of care requirements to protect employees

Face to Face training solutions:

- 09** Personal security awareness training
- 10** Behavioural threat assessment workshop
- 11** 3-day high risk environment course
- 12** Defensive driver training

eLearning solutions:

- 14** Active Shooter training
- 15** Advanced Security training
- 16** Introduction to Kidnap
- 17** Virtual Kidnap eLearning
- 18** Social Risk and Human Rights training
- 19** Workplace violence



Dedicated support and development for security professionals

- 21** BTEC Level 5 accredited Risk and Resilience Managers Course
- 22** Security Guard force Training



Developing the capability to respond to and manage crisis and critical events

- 24** Kidnap Incident Management Workshop
 - 25** Advanced Kidnap Incident Management Workshop
 - 26** Kidnap awareness and hostage survival
 - 27** Communication Workshop
 - 28** Family liaison
- Crisis management courses:
- 29** Introduction to crisis management
 - 30** Meeting management
 - 31** Crisis communications
 - 32** Train the trainer
 - 33** Log-keeping

1 Instructor-led training



2 Practical demonstrations

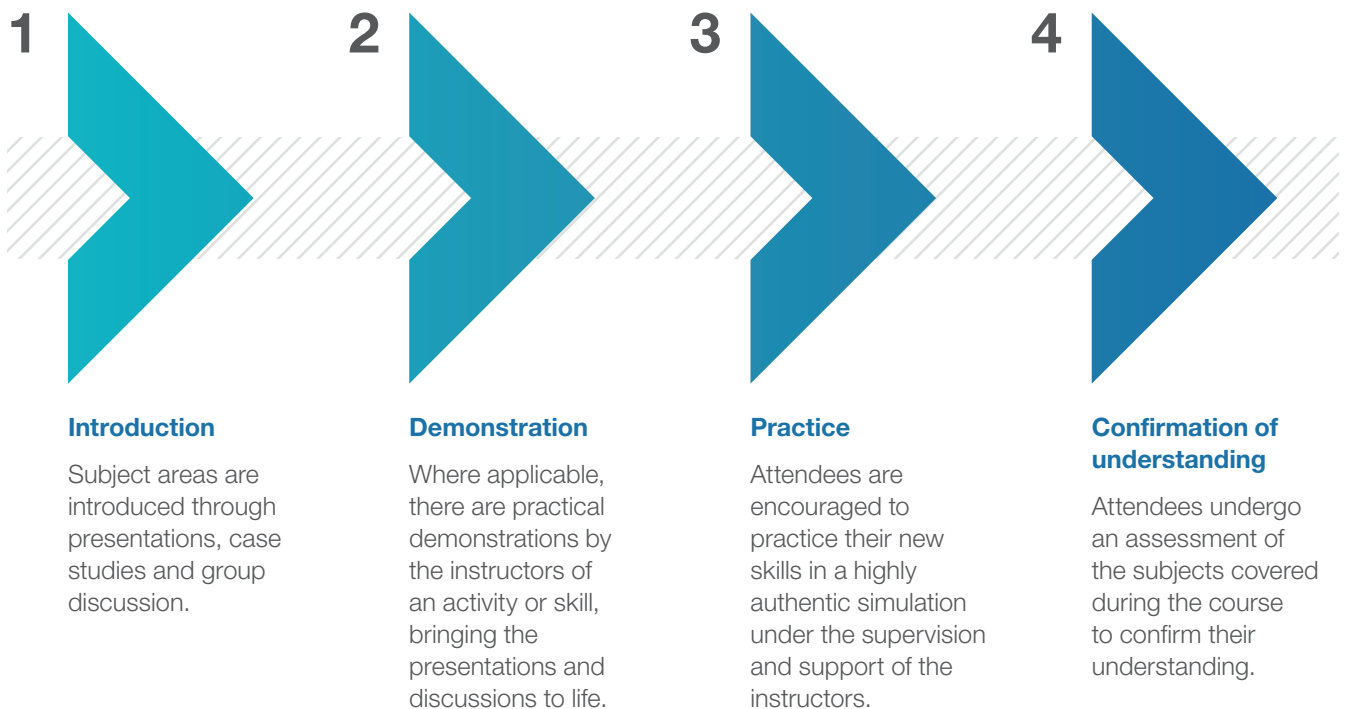


3 Scenario based exercising



Training delivery approach

Our course offerings combine classroom-style learning with highly interactive content and practical exercises to help embed knowledge and skills.



**Corporate duty of
care requirements
to protect employees**



Personal Security Awareness Training

1
DAY**INTERACTIVE
SESSION**

This [interactive, one-day personal security training](#) session provides the skills and knowledge to effectively address key personal security considerations in different risk environments.

We offer a version of this course designed for women to address specific security considerations faced by women employees.

Our training package includes

- ▶ Security management planning in a realistic training scenario
- ▶ Overview of common security threats facing personnel and exacerbating factors
- ▶ Cultural and legal issues facing female employees and staff
- ▶ The principles of personal security
- ▶ Pre-deployment and itinerary planning
Considerations when conducting journeys by air, road and the use of public transport and taxis

Our training package includes (continued)

- ▶ Considerations when selecting accommodation and using hotels
- ▶ Medical and pregnancy considerations
- ▶ Conflict management and self-defence
- ▶ Managing inappropriate behaviour and harassment
- ▶ Emergency planning, preparation and incident response

Who should attend?

- ▶ Staff or dependants that may be visiting, working or living in low to medium risk environments
- ▶ Suitable for all levels of experience, from those deploying for the first time to experienced individuals who need a refresher

Price

Guide price of approximately \$273 per person with a minimum of 20 participants enrolled on the course. Price may vary dependant on location of course. Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Behavioural Threat Assessment Workshop

2
DAYINTERACTIVE
SESSION

This [two-day workshop](#) provides the tools for organizations to plan for and respond to a wide spectrum of violent incidents and malicious insiders in the workplace. Attendees will be able to develop an organisation's workplace violence prevent and insider threat programmes, and conduct behavioural threat assessments.

Our training package includes

- ▶ Conducting threat assessments
- ▶ Behavioural approaches to threat assessment
- ▶ Spotting warning signs
- ▶ Developing workplace violence prevention and insider threat programs
- ▶ Best practice organization of threat management teams
- ▶ Integration of physical and cyber indicators
- ▶ Interview and de-escalation techniques

Who should attend?

- ▶ Managers with a key role in threat management in the workforce at a local or corporate level, including those involved in:
 - ▶ Corporate security
 - ▶ Risk management
 - ▶ Threat management
 - ▶ Human resources
 - ▶ Investigations

Price

Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



High Risk Environment Training

3
DAYINTERACTIVE
SESSION

“ We needed our people trained and prepared for operations in a high risk area, and Control Risks did this with professionalism and expertise. We will definitely continue to use Control Risks to provide this type of training to maintain our people's safety. ”

Control Risks' standard [three-day HREC](#) provides attendees with the knowledge and skills to prepare for and respond to conflict situations, emergencies and traumatic events in different risk environments where they may be required to work or live through a mix of classroom-based and practical learning.

Our training package includes

- ▶ Practical training across a range of scenarios
- ▶ Personal security
- ▶ Hotel and accommodation security
- ▶ Journey management planning
- ▶ Conflict management and physical intervention
- ▶ Reaction to an incident
- ▶ Kidnap response and exercise
- ▶ Basic and trauma medical training

Who should attend?

Our HREC course is designed for staff, employees or dependants that may be visiting, working or living in medium to high risk environments. The course is designed to accommodate all levels of experience from those deploying for the first time to experienced individuals who require refresher training.

Price

Guide price of around \$1,235 per attendee (plus \$182 per person per day food, accommodation and transport) dependent on course location and number enrolled. Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Defensive Driver Training

2
DAYINTERACTIVE
SESSION

Control Risks' [two-day defensive driver training course](#) introduces attendees to the threats and risks faced when driving in high-risk environments or unfamiliar environments, where vehicle types, driving standards and road conditions may vary widely from those with which they are accustomed. This includes road craft, journey planning considerations, vehicle preparation and maintenance and evasive manoeuvring

Our training package includes

- ▶ Hands-on driver training
- ▶ Road Craft
- ▶ Vehicle positioning and anticipation
- ▶ Progressive driving, braking and cornering techniques
- ▶ Rules of the road and dealing with road rage
- ▶ Speed and hazard awareness
- ▶ Dealing with adverse weather and skid control
- ▶ Night driving
- ▶ Evasive manoeuvres including ramming techniques and high speed turning
- ▶ Forward planning, observation, vehicle positioning and anticipation

Who should attend?

Designed for individuals and organisations who are driving and using vehicles in high-risk environments or unfamiliar environments, where vehicle types, driving standards and road conditions may vary widely from those with which they are accustomed.

Price

Guide price of around \$1,950 per person with a minimum of 4 attendees required (plus \$182 per person per day to cover food, accommodation and transport). Prices may vary based on course location and number of employees. Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Our eLearning training solutions



We provide a number of e-learning packages, allowing you to train staff unable to attend more comprehensive practical training. These packages provide full access to the unparalleled expertise of Control Risks' threat and risk analysis, training, and response and crisis management departments. Our eLearning packages can also be augmented and integrated into existing duty of care and training programmes.

Developed and designed by Control Risks' experts in crisis management, workplace violence, active shooter and terrorism incidents, our interactive eLearning courses utilise the latest multimedia technologies to keep the learner engaged, bringing practical scenarios to life through interactive storytelling and simulation.

eLearning benefits:

- ▶ Scalable and cost-effective approach to training a global workforce, reducing productivity losses and travel costs that may be required for in-person training
- ▶ Completed at the users' convenience, wherever they are in the world, on a desktop computer, laptop or tablet and at any time.
- ▶ Demonstrates that your organisation is adequately preparing employees for challenging environments prior to travel as well as fulfilling your Duty of Care.
- ▶ Full reporting allows you to monitor employee progress, completion and compliance with your internal travel policies. Courses are SCORM 1.2 industry standard format and can be hosted on an organisation's learning management system if preferred.

Active Shooter

25
MIN | COURSE

Active shooter incidents are inherently unpredictable. This training course provides individuals with the skills and knowledge to prepare for and respond to an active shooter incident in both familiar and unfamiliar workplace environments.

Our training package includes

- ▶ Recognising the potential for violence in the workplace
- ▶ Understanding vulnerable times and locations where incidents may occur
- ▶ Different types of cover and what offers the best protection
- ▶ Situational awareness and surroundings
- ▶ Key options in response to an incident: Run, Hide, or Fight
- ▶ Implications of other types of attacks
- ▶ Considerations when contacting emergency services
- ▶ What to do when law enforcement arrives

Who should attend?

This course is relevant to all staff as it addresses a range of different attack situations and covers a wide range of eventualities, including for those employees living and working in major cities, travelling to higher risk locations or where workplace violence or related attacks may be an issue.

Price

Price dependent on licence agreement and number of users. Please contact elarning@controlrisks.com to discuss.

Please contact
elarning@controlrisks.com



Advanced Security Training

45
MINTRAINING
SESSION

Developed through the combined expertise of Control Risks' Training, Response and Crisis Management teams, Control Risks Advanced Security Training eLearning course is designed to prepare members of your organisation for risks they may face when carrying out their duties in medium and higher risk locations, either as a traveller or expatriate. The course is structured into a suite of five mini-modules, totaling a maximum runtime of approximately 45 minutes.

Our training package includes

- ▶ Advanced security risks when travelling
- ▶ Mitigate risk in challenging environments
- ▶ Maintain awareness and conduct surveillance
- ▶ Prepare to travel, including vehicle choice and setting up means of communication
- ▶ React to violent incidents
- ▶ Fundamentals of kidnap: facts, types, phases, advice and support techniques in the event of a kidnap

Who should attend?

The primary audience for this course is employees travelling or who are based in medium to high risk locations. This course is also of benefit to staff managers who have responsibility for travellers to these destinations. We recommend that prior to starting the Advanced Security Training, the learner will have completed the Travel Risk Awareness eLearning or our introductory- level Travel Security Training courses.

Price

Price dependent on licence agreement and number of users. Please contact elearning@controlrisks.com to discuss.

Please contact
elearning@controlrisks.com



Introduction to Kidnap

25
MIN | COURSE

Bringing together the unparalleled expertise of Control Risks' Training, Response and Crisis Management departments, this Introduction to Kidnap eLearning course focuses on understanding and mitigating against the kidnap risks facing their staff. It is structured into a suite of five mini-modules, totaling a maximum runtime of approximately 45 minutes and is designed to prepare members of your organization who live, work or travel in higher risk locations for the kidnap risks they might face as a traveler, an expatriate, or a local national. This course is available in English, Spanish and Chinese.

Our training package includes

- ▶ Practical scenarios taken from real-life cases
- ▶ Fundamentals of kidnap: facts, types, phases, advice and support
- ▶ Survival techniques in the event of a kidnap

Who should attend?

Designed for employees travelling, working or living in higher risk destinations as well as managers who have responsibility for these individuals.

Price

Price dependent on licence agreement and number of users. Please contact elarning@controlrisks.com to discuss.



This course is delivered in multiple languages

Please contact
elarning@controlrisks.com

Virtual Kidnap eLearning

15
MIN COURSE

Virtual kidnapping is a form of extortion where the perpetrator makes contact, usually by telephone, and claims to have kidnapped an employee and demands a ransom for their release. In reality this is a scam, and no one has actually been kidnapped. This course provides an overview of virtual kidnapping, the typical circumstances under which it occurs, and how to respond. The runtime is approximately 15 minutes.

Our training package includes

- ▶ Understand fundamentals of virtual kidnap: facts, types, phases, advice and support
- ▶ Identifying and responding to a virtual kidnap
- ▶ Mitigate risks through practical steps in the event of a virtual kidnapping

Who should attend?

Designed for English and Spanish speakers who are living in or travelling to the Americas or other Spanish speaking countries, and for Chinese speakers globally, all of whom are known targets of virtual kidnappers.

Price

Price dependent on licence agreement and number of users. Please contact elearning@controlrisks.com to discuss.



This course is delivered in multiple languages

Please contact
elearning@controlrisks.com



Social Risk and Human Rights

20
MIN COURSE

This course introduces international human rights and the obligations of States and companies to enforce and protect them. Additionally, the course introduces the principals and methodology of conducting a human rights assessment and ensuring human rights compliance. The run time of the course is 20 mins and is designed to be used as part of pre-deployment or site induction training or as a method to conduct annual refresher training thereafter.

Our training package includes

- ▶ Awareness of human rights laws and recent case studies
- ▶ Descriptions and examples of how and where public and private security forces may interact with the project team and the local community
- ▶ Suggested monitoring and reporting approaches to take to ensure compliance with the voluntary principals approach and how to monitor and report suspected human rights abuse.

Who should attend?

- ▶ This course is designed for those working at project sites where public and private security forces are utilised to provide security support and protection.
- ▶ This might include non-governmental organisations and those in extractives and energy sectors

Price

Price dependent on licence agreement and number of users. Please contact elarning@controlrisks.com to discuss.

Please contact
elarning@controlrisks.com

Workplace Violence

30
MIN

COURSE



Learn how to prevent and respond to workplace violence via our world class eLearning course for managers. This eLearning course is designed for front-line managers and covers behavioral indicators of workplace violence and strategies for recognizing, preventing, and responding to incidents.

Our training package includes

Nearly all perpetrators of workplace violence demonstrate concerning behaviors leading up to a violent event. This training program, developed in part by former members of the FBI's Behavioral Analysis Unit, will help familiarize you with the warning signs and red flags of potential violent acts. Front-line managers have a critical role recognizing, reporting, and mitigating these concerning behaviors as part of your organization's safety and prevention efforts.

Who should attend?

- ▶ Types of workplace violence
- ▶ Behavioral indicators and warning signs of violence
- ▶ How to prevent and respond to a workplace attack
- ▶ De-escalation and problematic terminations
- ▶ Strategies for responding to an active assailant

Price

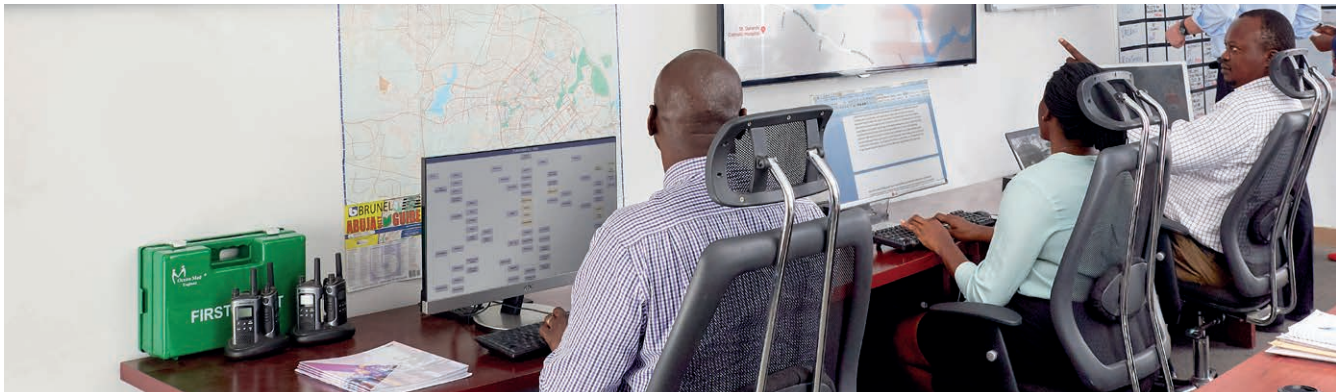
Price dependent on licence agreement and number of users. Please contact elearning@controlrisks.com to discuss.

Please contact
elearning@controlrisks.com

A man with short brown hair, wearing a light green polo shirt, is shown in profile, looking intently at a wall of multiple computer monitors. The monitors display various security camera feeds, including one showing a group of people at a table. The room has a modern, industrial feel with a white ceiling and recessed lighting. A large, dark green diagonal shape is overlaid on the left side of the image, containing white text.

**Dedicated support
and development for
security professionals**

BTEC Level 5 accredited Risk and Resilience Managers Course

12
DAY**INTERACTIVE
WORKSHOP**

This BTEC accredited Level 5 RRMCM developed by Control Risks is a 12-day course, combining classroom-based knowledge transfer sessions and practical training to cover a range of key risk and resilience areas.

Our training package includes

- ▶ Risk management
- ▶ Security management and governance
- ▶ Vulnerability audit and assessment
- ▶ Personal security and executive protection
- ▶ Security design and engineering
- ▶ Behaviour analysis and investigations
- ▶ Human rights, anti-bribery and corruption
- ▶ Cyber security
- ▶ Crisis management and Business continuity

Who should attend?

Designed for those seeking to work in the security risk management industry, those wishing to develop their skills and understanding, or those responsible for managing and implementing security across an organisation in either a corporate environment or higher-risk complex project locations.

Price

\$3,300 (£2,500) per person (plus \$170 (£130) per person per day food, accommodation and transport)

To book a place email
training@controlrisks.com



Security Guard force Training

3
DAY**INTERACTIVE
WORKSHOP**

Our 3-day security guard force training package includes presentations, interactive group discussions and practical exercises focusing on the key operational roles and responsibilities of the security guard force and how they should report, manage and monitor security related incidents and events whilst on duty.

Our training package includes

- ▶ Roles and responsibilities of security officers
- ▶ Use of standard operating procedures and assignment instructions
- ▶ Mobile and foot patrolling
- ▶ Access control and key management
- ▶ Pedestrian and vehicle searching and screening
- ▶ Equality, diversity, social risk and human rights
- ▶ Customer care and social skills

Our training package includes (continued)

- ▶ Working with government security forces
- ▶ Use of force and rules of engagement
- ▶ Incident response and management

Who should attend?

- ▶ Designed for organisations who employ security guard forces to secure their work site, project locations and operations. The course can complement existing training programmes and will provide assurance that the right level of training is being delivered in a consistent manner.

Price

Guide price of \$618 per person. Price may vary dependent on course location and numbers enrolled, please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com





**Developing the
capability to respond
to and manage crises
and critical events**

Kidnap incident management workshop

2
DAY

WORKSHOP



Our kidnap incident management workshop teaches participants how to manage a kidnap-for-ransom incident at a corporate level. Developed and delivered by experienced and expert consultants, this workshop provides participants with a detailed understanding of the policy, organisational, and detailed procedural issues. These specifically relate to decision making and accountability, before, during and after an incident.

Our training package includes

- ▶ Types of kidnap and factors to consider
- ▶ Global kidnapping threats and trends
- ▶ Establishing a crisis management organisation
- ▶ Selection and training of the communicator
- ▶ Negotiating strategies
- ▶ Release, recovery, and debriefing

Who should attend?

- ▶ Designed for organisations for managers of operations in medium to high risk environments, including:
 - ▶ Board Members
 - ▶ C-Suite
 - ▶ Senior Managers
 - ▶ Nominated crisis and incident management team members
 - ▶ Security Professionals

Price

Price per person for open enrollment is \$3,250 with a maximum attendance of 20 people. Prices may vary based on course location. Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Advanced Kidnap Incident Management Workshop

3
DAY | INTERACTIVE
WORKSHOP



The Advanced Kidnap workshop is intended for participants with previous training or practical experience. This is a fully immersive scenario in which participants interact with a wide range of internal and external parties played by specialist role players.

Participants will operate as both a corporate crisis management team and a localised incident management team, simultaneously handling the same kidnap scenario. Two Control Risks' specialist consultants will provide advice – one at corporate and the other at local level – as they may in a real incident, gaining an understanding of the critical roles involved under the expert guidance of our consultants.

Our training package includes

- ▶ Responding to and containing a life threatening, developing incident
- ▶ Building skills as crisis decision makers
- ▶ Establishing a cohesive, multi-level, crisis management organisation
- ▶ Dealing with the other stakeholders, including planned and un-planned contact
- ▶ Developing and implementing a negotiation strategy

Who should attend?

This training is limited to those who have attended a Control Risks kidnap incident management workshop or who have recently managed a live incident.

Price

Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Kidnap awareness and hostage survival

1/2
DAY**INTERACTIVE
WORKSHOP**

This workshop is designed for anyone who is required to travel to, or work regularly in, environments where kidnap-for-ransom presents a credible risk. The course provides delegates with an understanding of the basic elements and structure of a kidnap, including an awareness of the pressures which can develop. This pre-incident preparation aims to introduce delegates to effective coping skills and strategies that can reduce the psychological impact of a kidnap as well as reduce the likelihood of kidnap in the first place.

Our training package includes

- ▶ Personal security and surveillance awareness
- ▶ Interacting with kidnappers
- ▶ Dealing with interrogation, threats, pressures, and violence
- ▶ Proof of life
- ▶ Coping skills and strategies – meeting basic human needs
- ▶ Hostage behaviour
- ▶ Lessons learned from former hostages

Who should attend?

Designed for any person undertaking travel to areas of heightened abduction risk

Price

Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Communication workshop

1
DAY**INTERACTIVE
WORKSHOP**

Communication is the key skill required in all crisis situations, and, most significantly, in the management of a live and developing incidents such as extortions or kidnappings. Using a kidnapping incident as the backdrop to this workshop, participants will be able to learn the fundamentals of communication, the mechanics of listening and the art of teamwork. The workshop involves the participants in a significant amount of practical exercising and will involve a considerable number of Control Risks' expert role players performing the parts of stakeholders.

Our training package includes

- ▶ Fundamentals of communication
- ▶ Active listening skills
- ▶ Communication as a team
- ▶ Building rapport, trust and influencing the behaviour of others
- ▶ Talking to stakeholders at all levels

Who should attend?

Open to all individuals involved in crisis management.

Price

Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Family liaison

1/2
DAY**INTERACTIVE
WORKSHOP**

In responding effectively to a kidnap it is imperative that the crisis management organisation earns the confidence of the family from the outset and maintains that confidence throughout. Control Risks' Family Liaison Training aims to assist those responsible for supporting the family of a kidnap victim, either directly or indirectly, throughout the incident. The training provides an understanding of the issues those in the role are likely to face, and the procedures to be followed. Delegates will be provided with a thorough understanding of the recommended tools and techniques.

Our training package includes

- ▶ Roles of family liaison coordinator and family liaison representative
- ▶ Building rapport with the family and managing relationships
- ▶ Dealing with difficult family requests
- ▶ Supporting the family
- ▶ Post-release family management

Who should attend?

Designed for any person responsible for providing welfare and other support to families such as:

- ▶ Line managers
- ▶ HR departments
- ▶ In-country expatriate managers
- ▶ Those involved with outsourcing
- ▶ Vessel crewing agencies

Price

Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Introduction to Crisis Management

1/2
DAY INTERACTIVE
WORKSHOP



This workshop is an introduction to crisis management and is designed for anyone that is either new to crisis management or a new member of a crisis management team. The course will cover the principles of crisis management and also discuss crisis risks, decision making, crisis plan and team composition, and will also touch on related specialist elements including family liaison and media response.

Our training package includes

- ▶ Principles of crisis management
- ▶ Crisis risks and mitigations
- ▶ Responding to a crisis
- ▶ Crisis management team roles
- ▶ Crisis management plan contents
- ▶ Examples of crisis management best practice

Who should attend?

Designed for any person wishing to understand crisis management

Price

Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Crisis meeting management

1/2
DAY**INTERACTIVE
WORKSHOP**

The effective running of a crisis management meeting will provide crisis management teams with a significant advantage. Key to that is the role of the crisis management team meeting facilitator. The course will cover the challenges and opportunities of the role and apply best practice to ensure the swift and efficient running of a crisis management meeting.

Our training package includes

- ▶ Crisis management introduction
- ▶ Crisis team roles and functions
- ▶ Facilitating a crisis management meeting
- ▶ Crisis meeting agenda
- ▶ Action lists, logs and support
- ▶ Stress management and keeping meetings on track

Who should attend?

Designed for any person nominated or keen to know more about the crisis management coordinator/facilitator role.

Price

Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Crisis communications

1
DAYINTERACTIVE
WORKSHOP

This course is suitable for those with an interest or responsibility for crisis communications. Crisis communications is critical to an effective crisis response and this course will cover the fundamentals including messaging, reputational risk, the role and training of spokespersons and the need to be ready for an overwhelming media interest, as well as covering internal communications and family liaison.

Our training package includes

- ▶ Introduction to crisis management
- ▶ Reputational risks and case studies
- ▶ Holding statements and news releases
- ▶ Social media expectations and responses
- ▶ Training and exercising
- ▶ Pitfalls and opportunities
- ▶ Internal messaging
- ▶ Family liaison and communication

Who should attend?

Designed for any person interested in or responsible for crisis communications

Price

Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Crisis management – train the trainer

1/2
DAY**INTERACTIVE
WORKSHOP**

Drawing on Control Risks extensive experience of running crisis management training and exercises, this course provides attendees with the fundamentals of running a crisis exercise. It will also cover the preparation, development and administration of a training exercise as well as discussing how to develop a challenging and realistic exercise scenario.

Our training package includes

- ▶ Introduction to crisis management
- ▶ Training, exercises, live and semi-live
- ▶ Exercise administration and preparation
- ▶ Crisis scenario development
- ▶ Use of materials, role players, injects and media
- ▶ Follow up and reporting

Who should attend?

Designed for any person responsible for delivering crisis management training or exercises.

Price

Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Crisis management log-keeping

1/2
DAY**INTERACTIVE
WORKSHOP**

This workshop is designed for those people who have either been nominated as a crisis logkeeper, or with responsibility for crisis meeting logkeeping. The course will combine a practical introduction to crisis management with a focus on the challenges and needs of creating and maintaining a crisis log. The logkeeper function is essential, critical, and often overlooked role whose importance becomes vital in the event of a later inquiry.

Our training package includes

- ▶ Introduction to crisis management
- ▶ Logkeeping best practice
- ▶ Logs, meeting minutes and action boards
- ▶ Stress, and how to counter it
- ▶ Different types and styles of logkeeping, benefits and disadvantages.

Who should attend?

Designed for any person nominated as a crisis logkeeper or responsible for logkeepers

Price

Please contact Control Risks Training Solutions for more information.

To book a place email
training@controlrisks.com



Demonstrate your duty of care

Our training allows you to implement a robust and auditable duty of care programme for your employees demonstrating the commitment you take to ensure their safety and security at all times

Global reach

We deliver training from international facilities in Europe, North America, Latin America, East and West Africa, the Middle East and Central Asia and can conduct training directly at our your facilities and project locations.

Expert team

Our instructors are selected for their breadth of knowledge and expertise, having lived and worked in high-risk and complex regions around the world. They are supported by the very latest operational knowledge and country information provided by our global team of risk analysts.

Accredited training provider

We are recognised as one of the global market leaders in security training in the UK. We are a Pearson-approved centre to deliver BTEC courses (Business and Technology Education Council) providing assurance in our delivery approach and standards.

1,000+

Courses delivered



500+

Certificates awarded



10,000+

Course attendees



Our clients



Technology



Insurance and
finance



Oil and gas



Construction



Manufacturing



Legal services



News agencies



Mining



Marine



Government



Humanitarian



Security



Retail and
eCommerce



Media
broadcasters



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