Critical Incident Training for Schools, Universities, and Corporate Organisations.

COURSE OVERVIEW

This course equips staff in educational and corporate settings with the skills to manage and respond to critical incidents, such as natural disasters, active shooter situations, mental health crises, and cyberattacks. It focuses on proactive crisis management, providing tools for safety, damage control, and supporting affected individuals. Participants will learn to create response plans, improve communication, and foster a culture of preparedness through real-world scenarios and hands-on simulations.

WHO SHOULD ATTEND?

The target audience for this Critical Incident Training includes school teachers, principals, administrators, counselors, and support staff, as well as university faculty, campus security, health professionals, and student affairs staff. It also covers corporate human resources, crisis management teams, security personnel, team leaders, senior executives, and IT staff. The course is designed for anyone responsible for managing or responding to crises, ensuring the safety and well-being of individuals, and coordinating recovery efforts in schools, universities, or corporate organizations.

COURSE OUTCOMES

Delegates will gain knowledge and skills to:

- Understand various types of critical incidents and their impact.
- Develop clear and actionable incident response plans.
- Enhance crisis communication skills for internal and external audiences.
- Implement psychological first aid and trauma management techniques.
- Foster collaboration among internal and external stakeholders.
- Build organizational resilience to withstand future crises.
- Evaluate and revise critical incident management plans based on feedback.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- Crisis management skills for various critical incidents
- Proactive and strategic approaches to handling emergencies
- Tools for maintaining safety and minimizing damage
- Creating effective response plans
- Enhancing communication during crises
- Building a culture of preparedness
- Real-world scenarios and hands-on simulations
- Practical experience in fast-moving environments

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.
1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded