

Emergency Operations Centre (EOC) Management and Coordination

COURSE OVERVIEW

This course provides participants with the knowledge and skills necessary to effectively establish, manage, and coordinate an Emergency Operations Centre (EOC) during incidents of varying scale and complexity. It explores the principles, functions, and structures of an EOC, emphasizing strategic decision making, inter agency collaboration, information management, and resource coordination to ensure an effective emergency response.

WHO SHOULD ATTEND?

The course is designed for emergency managers, first responders, government officials, public safety professionals, non-governmental organizations, and private sector representatives who may serve within or support an EOC during emergency operations and also suitable for individuals seeking to enhance their preparedness and leadership skills in disaster management.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Understand the purpose, functions, and organizational structures of an EOC.
- Demonstrate knowledge of EOC activation, operations, and demobilization processes.
- Apply strategies for effective inter-agency communication and coordination.
- Utilize tools and best practices for information and resource management within the EOC.
- Contribute to the development of coordinated response plans and operational decision-making.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- Comprehensive coverage of EOC roles, functions, and coordination mechanisms.
- Practical exercises simulating real-world emergency scenarios.
- Case studies highlighting best practices and lessons learned from past incidents.
- Tools and techniques for effective situational awareness and resource management.
- Guidance on strengthening leadership, communication, and decision-making in crisis situations.

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