

# Managing Urban Protest, Disorder, and High-Risk Crowd Control

## COURSE OVERVIEW

This course looks at managing urban protests, public disorder, and high-risk crowd situations with a focus on maintaining safety and public order. It explores the behavior and dynamics of crowds, legal rights related to protests, and the challenges posed by volatile gatherings in urban settings. It also covers strategies for effective communication, coordination with multiple agencies, and the ethical use of force. Through case studies and simulations, participants will gain hands-on experience to manage complex crowd events while respecting human rights and minimizing harm.

## WHO SHOULD ATTEND?

Law enforcement professionals, security practitioners, emergency planners, and public safety officials who are directly involved in the management of protests, demonstrations, or mass gatherings. It is also valuable for policymakers, local government representatives, and private sector security leaders seeking to understand the complexities of urban unrest and develop coordinated strategies to maintain order.

## COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Gain a deep understanding of the causes and dynamics of urban protest and crowd disorder.
- Develop skills to assess risks, plan operations, and allocate resources effectively.
- Apply communication and negotiation techniques to defuse tensions and reduce conflict.
- Execute tactical interventions that prioritize safety, proportionality, and legality.
- Strengthen inter-agency coordination and decision-making under high-pressure conditions.

## KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- Real-world case studies from global urban protest movements.
- Simulation-based training for high-risk crowd control scenarios.
- Frameworks for balancing public safety with the protection of rights.
- Practical strategies for de-escalation and negotiation.
- Insights from multidisciplinary experts in policing, security, and crisis management.

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