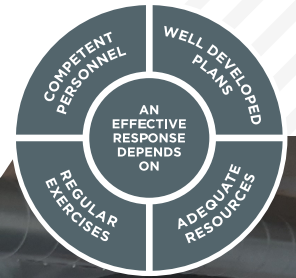


## Service Information Sheet

# CRISIS MANAGEMENT COMPETENCE (TRAINING AND EXERCISES)



**When a crisis hits, time is the one thing you can't buy. A crisis management team must hit the ground running from the start.**

Your Crisis Management Team (CMT) needs to be fully up to speed with their roles and responsibilities and crisis management plans and procedures. This level of competency can only be achieved through ongoing training and exercising.

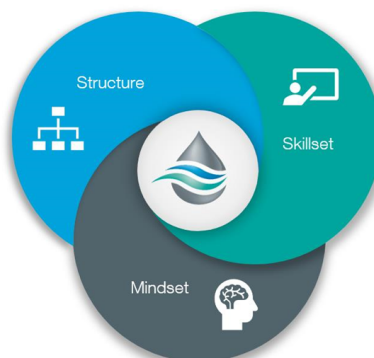
A continual programme of ongoing training and exercises helps the crisis management team to build up a level of competency and confidence that is critical to crisis performance.

OSRL can help train and prepare your crisis management team for potential crises with tailored introductory and advanced training.

Our crisis management specialists are credible and experienced with decades of collective crisis preparedness and crisis response experience.

**"I enjoyed the training, it was insightful and the simulations felt authentic enough to be able to immerse yourself in. Certainly a useful 2 ½ days."**

**Stephen Patterson,  
Well Abandonment & Integrity  
Manager, TEPDK Wells**



### Bespoke Crisis Management Training

We will build and design a crisis management course that fits your organisation and crisis management set up. This two or three day course aims to get your crisis management team crisis ready. The training includes a combination of theory, group discussion, scenario-based simulations and facilitated feedback. The scenarios are an essential part of our crisis management training.

OSRL role players ("Sim Cell") help drive scenarios using their own knowledge to provide realistic but challenging developments. Simulations increase in complexity as the course progresses, increasingly stretching the CMT and developing their competence and confidence.

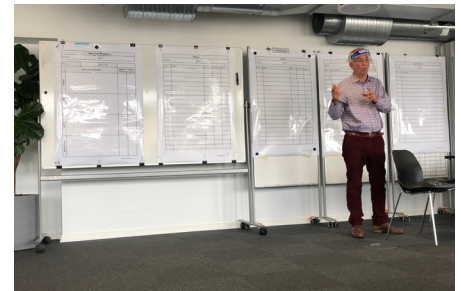
Optional extras include: crisis leadership coaching, crisis management competency framework / assessment tool and performance profile, crisis communications and media training.

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# Service Information Sheet

## CRISIS MANAGEMENT COMPETENCE (TRAINING AND EXERCISES)



### Introduction to Crisis Management Course

Tailored to the needs of your organisation, our Introduction to Crisis Management course provides a broad overview of crisis management using theory, case studies and crisis-scenario based training to help those with roles in the CMT to understand the basics. It is ideal for organisations who are in the early stages of their crisis preparedness journey or have new members in their CMT. We can deliver the course remotely or face to face.

This course aims to develop sound knowledge of the tools and techniques used during crisis management, allowing you to confidently implement a crisis management structure and perform the required responsibilities during a crisis scenario.

Several case studies are included in the course providing the best practices in handling different crisis scenarios. It also focuses on the key activities, roles and responsibilities required for effective crisis management.

### Crisis Response Exercises

Crisis preparedness is about being ready for those unusual circumstances or surprises, that aren't written down on paper. Exercises are a critical element of crisis response readiness. When exercised regularly, the crisis management team, will start to develop some muscle memory in knowing and understanding the process, the role, and their responsibilities.

Typically, OSRL offers two different types of crisis exercises – depending your requirements:

**Golden Hour Response Drill** – one hour long drills, designed to focus on specific areas. If required and as part of a continuity programme we can run a series of golden hour response drills or even the same drill for different teams.

**Crisis Simulations** – the scale of the simulation will be based on your operational activities, infrastructure, social and/or environmental limits. It can be designed to meet an annual major exercise target or requirement.



Please contact us if you would like an informal discussion about our crisis management services.  
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