



COURSES



# Critical Incident Management

When a crisis hits, how will you manage?

## Thematic cluster:

Crisis Management

## Course dates:

12 - 13 May 2020

## Course location:

Geneva, Switzerland

Understand the challenges around complexity, ambiguity and uncertainty in a crisis. Experience, evaluate and enhance your crisis management skills and procedures in a fully simulated critical incident, designed by technical experts based on real cases. Simulations enable you to assess and analyse crisis dynamics, communications, decision making and team management, allowing you to appraise the way you, your organisation and team responds under pressure.

## COURSE FOCUS:

The course combines the three pillars of the GCSP's holistic learning approach: the latest in high level academic expertise, the wisdom of experienced senior practitioners, and the collective experience of the participants. This unique dynamic energises discussions about challenging topics as you push the boundaries of your own capabilities in an interactive learning environment, exploring with the experts the knowledge, skills and behaviours that demonstrably produce high performance in challenging conditions.

Course components:

- strategic decision-making in crisis situations
- decision-making models and techniques in time-sensitive and high stake situations
- behavioural aspects of crisis leadership and decision-making

## COURSE BENEFITS

### Evaluating response skills

The course enables crisis management team (CMT) members to effectively enhance their response skills and collaboration. By working through a specifically designed and carefully crafted incidents, based on actual case studies, you are able to:

- understand what constitutes a crisis
- test your decision-making,
- information management and analysis,
- crisis response tools,
- prioritisation,
- crisis decision-making leadership,
- and team management skills.



**GCSP**  
Geneva Centre for  
Security Policy



## Course Director

**David Horobin** is the GCSP's Crisis Management Cluster Leader. David has more than 25 years experience in crisis management gained from conflict and disaster related operations across the globe. He has managed and reviewed multiple security incidents, rapid onset disasters and organisational crises. Prior to joining GCSP he was Head of Security and Crisis Management at the International Committee of the Red Cross (ICRC) in Geneva as well leading the British Governments DFID Operations Team during the Asian tsunami, Iraq conflict and Hurricane Katrina.

Please visit the course page on the **GCSP website** for further details on speakers.

## Expert Educators

In addition to GCSP in-house experts, our educators hold, or have held, senior leadership positions in government, military and the private sector. They are experts in crisis management, crisis communications and stress, from both civilian and military perspectives, will provide guidance and feedback during the course.

### Who should attend

The course is designed for officials and executives from:

- government,
- military,
- international organisations,
- non-profits and,
- the corporate sector.

### Tuition fees

CHF 1'000

Apply by 12 March 2020 to qualify for a 15% discount. Alumni qualify for a 20% discount. A limited number of partial tuition waivers may be available.

GCSP reserves the right to modify the programme dates, location and fee at any time. Discounts are not cumulative.

### Registration deadline

12 April 2020

### Language requirements

The course will be held in English; no translation will be provided

### Venue

GCSP, Maison de la paix,  
Chemin Eugène-Rigot 2D, Geneva  
Switzerland

### Contact

For further details about the course or customised solutions, please contact:

**Email:** [excedu@gcsp.ch](mailto:excedu@gcsp.ch)

**Telephone:** +41 (0)22 730 96 00

**Web:** <https://www.gcsp.ch/courses/critical-incident-management-2020>

### Alumni Community

Completing the executive course gives you access to a global and expanding network of over 8'200 experts. Alumni are able to connect online through our Alumni Portal, attend numerous conferences and events, and benefit from reduced rates in future courses.

### GCSP

The Geneva Centre for Security Policy is an international foundation with 52 member states from across the globe. We bring people from every industry and nation together so they can thrive in today's ever-changing security landscape.

### In the heart of international Geneva

Home to over 35 international organisations, some 380 non-governmental organisations, and more than 175 diplomatic missions, representations and delegations, Geneva is a leading hub for international expertise.

### Customised Solutions

This course can be adapted to meet the needs of your organisation. The GCSP has more than 20 years of experience in delivering executive education for professionals working in government, non-profits, international organisations, as well as in the private sector. Contact us to discuss your needs and requirements.

Connect with us on Twitter, Facebook and LinkedIn

