



### Workshop on Crisis Management

March 24 – 28, 2025, 1<sup>st</sup> Run: Lagos & Abuja  
September 15 – 19, 2025, 2<sup>nd</sup> Run: Lagos & Port Harcourt

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** N300, 000 per Participant

**For online:** Delivery via Zoom

**Online course fee:** N250, 000 per Participant

**Available for In-plant Training**

**700 US\$ for foreign  
Participants**

#### Program overview:

Crisis management training is a crucial aspect of preparing individuals and organizations to effectively handle unexpected and potentially disruptive events. These events can range from natural disasters and industrial accidents to financial crises and public relations emergencies. The primary goal of crisis management training is to equip participants with the skills, knowledge, and strategies necessary to respond swiftly, decisively, and effectively when faced with a crisis.

This training typically covers a wide range of topics including risk assessment and scenario planning, communication strategies, leadership in times of crisis, decision-making under pressure, and coordination of resources. Participants will be trained to recognize early warning signs, establish clear roles and responsibilities, and implement predefined protocols to mitigate the impact of the crisis and facilitate recovery.

This proactive approach not only minimizes potential damages but also enhances overall preparedness and confidence in handling future crises.

#### For Whom:

This course is designed for Executives and Senior Management, Managers and Team Leaders, Communication and PR Professionals, Human Resource Personnel, Risk Management Teams, Frontline Employees, Government and Non-Profit Organizations, Educational Institutions, Healthcare Professionals, and Manufacturing and Industrial Sectors will benefit from this course that emphasizes safety protocols, emergency procedures, and crisis containment in industrial settings.

#### Learning objectives:

At the end of the program, participants will be able to:

- define what constitutes a crisis and recognize the potential consequences of poorly managed crises.
- identify different types of crises (e.g., natural disasters, technological failures, reputational crises) and their specific challenges.
- learn methods to assess risks and vulnerabilities within an organization.
- develop skills to create and implement crisis management plans, including scenario planning and simulation exercises.
- develop communication plans and protocols for internal teams, stakeholders, media, and the public.
- design techniques for maintaining team morale and motivation during crises.
- explain legal obligations, compliance issues, and regulatory considerations relevant to crisis management.
- handle crises through proactive planning and effective communication
- minimize the impact of crises on organizational reputation, operations, and stakeholders.

#### Course Outline:

##### Day 1: Module 1: Understanding Crises

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

Website: [www.hcaglobalconsult.com](http://www.hcaglobalconsult.com); Email: [info@hcaglobalconsult.com](mailto:info@hcaglobalconsult.com), [hcaglobalconsult@gmail.com](mailto:hcaglobalconsult@gmail.com)

Tel: Office Lines: Mon – Fri | 8am–5pm | +234-8051365946, +234-7087578814 (Office Lines)

24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607

- Defining a crisis and its different forms
- Recognizing the stages of a crisis
- Psychological and physiological impacts of crises

#### **Module 2: Preparing for Crisis**

- Conducting risk assessments and vulnerability analyses
- Developing crisis management plans
- Establishing crisis management teams and roles

#### **Day 2: Module 1: Communication Strategies**

- Importance of effective communication during a crisis
- Crafting crisis messages for different stakeholders
- Media management and addressing public concerns

#### **Module 2: Crisis Response and Decision-Making**

- Implementing crisis response protocols
- Decision-making under pressure
- Coordinating and leading crisis teams

#### **Day 3: Module 1: Learning from Past Crises**

- Case studies of notable historical crises
- Identifying lessons learned and missed opportunities
- Applying insights to current crisis management strategies

#### **Module 2: Psychological and Emotional Considerations**

- Addressing stress and trauma during crises
- Providing emotional support to teams and stakeholders
- Post-crisis psychological recovery strategies

#### **Day 4: Module 1: Scenario Planning and Risk Mitigation**

- Creating crisis scenarios for training and preparation
- Anticipating potential crisis triggers
- Developing proactive risk mitigation strategies

#### **Module 2: Post-Crisis Evaluation and Improvement**

- Assessing the effectiveness of crisis management strategies
- Analyzing post-crisis outcomes and impacts
- Incorporating feedback and continuous improvement

#### **Day 5: Module 1: Practical Exercises and Simulations**

- Role-playing crisis scenarios
- Conducting mock crisis simulations

#### **Module 2: Final Assessment and Certification**

- Practical application of crisis management principles

**Training Methodology:** Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teachings/learning methods.

#### **LOCATIONS**

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Pearls Learning Hub, Plot 756, Opposite Divine Hand of God Ministry, Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

**Open Course Fee: N300, 000**

In-plant Fee Negotiable

#### **WORKSHOP FEE:**

**N300, 000 per participant, VAT –N22, 500**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814  
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