

MENU OF BUSINESS CONTINUITY TRAINING COURSES

Last updated: 10 May 2011



Needhams 1834 is a leading independent provider of Business Continuity & Risk Management Consultancy and Training Services specialising in building organisation resilience in partnership with clients in all sectors within the UK and internationally.

Ref	Needhams 1834 Course Name	Duration Days	Nett Price PP ex VAT	Course Certificate	Course Material & Handouts
1	A-Z of Business Continuity Management	3	£ 1,405.00	Yes	Yes
2	Crisis Command Centre Management & Operations	2	£ 1,195.00	Yes	Yes
3	Leading a Crisis Management Team	1	£ 450.00	Yes	Yes
4	Crisis Management Team Leadership	0.5	£ 350.00	Yes	Yes
5	Managing a Crisis in the Organisation	1	£ 450.00	Yes	Yes
6	Executive Support in a Crisis	1	£ 450.00	Yes	Yes
7	Executive Support Operations	0.5	£ 350.00	Yes	Yes
8	External Communication Operations in a Crisis	1	£ 450.00	Yes	Yes
9	Human Resource Management in a Crisis	0.5	£ 350.00	Yes	Yes
10	BC Exercises, Design Delivery and Evaluation - 1 day	1	£ 450.00	Yes	Yes
11	BC Exercises, Design Delivery and Evaluation - 2 days	2	£ 800.00	Yes	Yes
12	Your Business Continuity Plans & BS25999 / ISO 22301	1	£ 450.00	Yes	Yes
13	ICT Business Continuity & BS 25777 and Beyond	1	£ 450.00	Yes	Yes
14	Pandemic Flu - Your People and Plans	1	£ 450.00	Yes	Yes

IMPORTANT INFORMATION REGARDING NEEDHAMS 1834 COURSES:

- No. of Delegates:** Special group discounts apply to three delegates or more from one company. A minimum of three delegates applies to all "on request" courses (ie: not scheduled).
- Course Dates:** Are on request or Client delegates can be booked on scheduled course dates for course Ref 1 & 2 as listed on www.needhams1834.com (The scheduled courses comprise of multiple companies)
- Course Presenters:** Needhams 1834
- Course Venue:** At Needhams 1834 premises in the City of London or Clients designated premises
- Course Refreshments:** If at Needhams 1834 premises refreshments and lunch is provided daily, if at Client premises, Client to provide all refreshments daily
- Course Tailoring:** Is possible and can be discussed with Needhams 1834 according to Client specific requirements or multiple course bookings
- Travel Expenses:** Training held at Client designated premises is subject to Needhams 1834 travel related costs to be agreed with the client
- Standard Terms & Conditions:** Will be applicable and sent on booking confirmation
- VAT:** VAT is applicable to all courses at the applicable HMRC rate
- Course Prices:** Listed above are per person and valid till 31 Dec 2011. Needhams 1834 however reserves the right to review prices as required
- Course Reservations & Enquiries:** Please call Needhams 1834 or email on enquiry@needhams1834.com

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MENU OF BUSINESS CONTINUITY TRAINING COURSES

Course Ref: 1 (Duration 3 days)	
A to Z of Business Continuity Management - EPS endorsed	
Scheduled Dates: 09-11 May 2011 / 12-14th Sep 2011 / 14-16 Nov 2011 / 05-07 Mar 2012 or on request	
PURPOSE	LEARNING OBJECTIVES
<p>An essential course for an individual or team responsible for the development and maintenance of a Business Continuity Management System (BCMS) in an organisation. The course framework follows the Business Continuity Lifecycle in accordance with the BSI good practice guidelines and BS 25999.</p> <p><i>Provides a thorough understanding of the issues, processes and methodologies in BCMS and enables delegates to establish effective: business continuity structures, documents and plans and incident management teams and procedures.</i></p>	<ul style="list-style-type: none"> • Understand what Business Continuity (BC) is and why it is necessary • Understand characteristics of risk, incident, crisis and disaster and their impacts on business • Able to advise senior management on the set-up and implementation of a BC programme • Able to understand an organisation's BC requirements, especially: how to assess risks to a business and their impact • Able to design an effective business recovery strategy and plans to guide recovery to BAU • Able to implement BC response to a disruption to business • Able to advise senior management on and support delivery of effective crisis management • Able to design and deliver BC exercises appropriate to the business requirement
Course Ref: 2 (Duration 2 days)	
Crisis Command Centre Management & Operations - EPS endorsed	
Scheduled Dates: 12-13 May 2011 / 15-16 Sep 2011 / 17-18 Nov 2011 / 08- 09 Mar 2012 or on request	
PURPOSE	LEARNING OBJECTIVES
<p>A comprehensive course designed for individuals responsible for the management of an organisation's Business Continuity Management System that ...</p> <p><i>Provides a thorough understanding of crisis management theory and practice and enables delegates to advise senior management on all aspects of organisational crisis management</i></p>	<ul style="list-style-type: none"> • Understand risk, incident, crisis and disaster and their effects • Understand crisis management theory and practice • Able to advise an organisation on, and implement, the measures necessary to enable effective crisis management • Able to set-up and operate an effective crisis command centre • Through extensive practical exercises and expert mentoring, understand how to identify critical issues and implement effective crisis response action plans • Understand the role and operation of critical crisis management support functions: training for crisis management; media operations; internal communication; human resource management in a crisis; executive support operations

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Course Ref: 3 (Duration 1 day) Leading a Crisis Management Team	
PURPOSE	LEARNING OBJECTIVES
<p>A comprehensive one-day course for Crisis Management Team Leaders and Deputies that ...</p> <p><i>Provides the knowledge, skills and confidence necessary to lead a Crisis Management Team effectively during a serious disruption to their critical business operations</i></p>	<ul style="list-style-type: none"> • Understand risk, incident, crisis and disasters and their effects on the business environment • Understand and practice the techniques of Crisis Management Team leadership • Through practical exercises, develop the knowledge, skills and confidence to identify critical issues, make hard decisions and implement effective crisis response action plans • Understand the role of critical crisis management support functions: media operations; internal communication; human resource management in a crisis; executive support operations
Course Ref: 4 (Duration ½ day) Crisis Management Team Leadership	
PURPOSE	LEARNING OBJECTIVES
<p>A short course for Crisis Management Team Leaders and Deputies that ...</p> <p><i>Provides the knowledge and skills necessary to lead a Crisis Management Team effectively during a serious disruption to their critical business operations</i></p>	<ul style="list-style-type: none"> • Overview of risk, incident, crisis and disasters and their effects on the business environment • Understand and practice the techniques of Crisis Management Team leadership • Through practical exercises, develop the knowledge and skills to identify critical issues, make hard decisions and implement effective crisis response action plans • Aware of critical crisis management support functions: media operations; internal communication; human resource management in a crisis; executive support operations
Course Ref: 5 (Duration 1 day) Managing a Crisis in the Organisation	
PURPOSE	LEARNING OBJECTIVES
<p>A one-day course for Crisis Management Team members and individuals with responsibility for an organisation’s Business Continuity Management System that ...</p> <p><i>Provides an understanding of crisis management theory and practice and enables delegates to advise their organisation on the preparation for and the management of their critical business operations in event of a serious disruption</i></p>	<ul style="list-style-type: none"> • Understand risk, incident, crisis and disaster • Understand crisis management theory & practice • Able to set-up and operate an effective crisis command centre • Through practical exercises, develop the knowledge, skills and confidence to identify critical issues and devise and implement effective crisis response action plans • Understand role of critical crisis management support functions: training for crisis management; media operations; internal communication; human resource management in a crisis; executive support operations

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Course Ref: 6 (Duration 1 day) Executive Support in a Crisis	
PURPOSE	LEARNING OBJECTIVES
<p>A comprehensive one-day course for staff with responsibility for supporting the Executive Board or the Crisis Management Team in an organisation in event of a crisis ...</p> <p><i>Provides an overview of the crisis management environment in an organisation and, through extensive practice, enables delegates to support their Executive Board or Crisis Management Team effectively throughout a crisis</i></p>	<ul style="list-style-type: none"> • Understand risk, incident, crisis and disaster • Understand the crisis management business environment including the impact of stress • Able to set-up and support an effective crisis command centre • Through extensive practical exercises, develop the knowledge, skills and confidence to deliver critical Executive Support functions for an Executive Board or Crisis Management Team: maintaining issues and actions boards; recording events; logging decisions and actions; management of key information functions
Course Ref: 7 (Duration ½ day) Executive Support Operations	
PURPOSE	LEARNING OBJECTIVES
<p>A short course for staff with responsibility for supporting the Executive Board or the Crisis Management Team in an organisation in event of a crisis ...</p> <p><i>Provides an overview of the crisis management environment in an organisation and , through practice, the knowledge and skills necessary to enable delegates to support their Executive Board or Crisis Management Team throughout a crisis</i></p>	<ul style="list-style-type: none"> • Understand the causes of disruption to business and the environments likely to arise • Able to support a crisis command centre • Through practical exercises, develop the knowledge and skills to deliver critical Executive Support functions for an Executive Board or Crisis Management Team: maintaining issues and actions boards; recording events; logging decisions and actions; management of key information functions
Course Ref: 8 (Duration 1 day) External Communication Operations in a Crisis	
PURPOSE	LEARNING OBJECTIVES
<p>A comprehensive course for staff with responsibility for the external communication function of an organisation in event of a crisis ...</p> <p><i>Provides an understanding of the external communications environment in a crisis and, through practice, the knowledge, skills and confidence necessary to enable delegates to manage and deliver effective crisis communications management at Executive Board, Crisis Management Team and External Communications Department levels</i></p>	<ul style="list-style-type: none"> • Understand the causes of disruption to business and the external communications environments likely to arise • Understand the imperative of external communications management in a crisis • Able to design and deliver a comprehensive external communications plan in a crisis • Through practical exercises, develop the knowledge, skills and confidence to deliver a face-to-face message through TV and radio media

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Course Ref: 9 (Duration ½ day) Human Resource Management in a Crisis	
PURPOSE	LEARNING OBJECTIVES
<p>A comprehensive course for staff with responsibility for the human resources function of an organisation in event of a crisis ...</p> <p><i>Provides an understanding of the business and external environment in a crisis and the knowledge, skills and confidence necessary to enable delegates to manage and deliver effective human resource management for an organisation during a serious disruption to the business</i></p>	<ul style="list-style-type: none"> • Understand the causes of disruption to business and the human resource issues likely to arise • Understand the imperative of effective human resource management in a crisis • Able to devise and design effective internal communications to staff during a crisis • Able to design and deliver a comprehensive human resource crisis management plan • Through practical exercises, develop the knowledge, skills and confidence to manage unforeseen serious human resource issues that might arise during a crisis
Course Ref: 10 (Duration 1 day) / Course Ref: 11 (Duration 2 days) (Days according to Client requirement) Business Continuity Exercises: Design, Delivery and Evaluation	
PURPOSE	LEARNING OBJECTIVES
<p>A focussed course for staff with responsibility for the design, delivery and evaluation of business continuity exercises in an organisation. Course is designed and delivered by expert trainers with extensive experience of training trainers.</p> <p><i>Provides the knowledge, skills and confidence to design, deliver and evaluate an exercise appropriate to the business continuity development need of the organisation.</i></p>	<ul style="list-style-type: none"> • Understand purpose of an exercise: test, practice or train individuals and / or teams. • Able to draw-up a collective business continuity development needs analysis for an organisation • Able to define appropriate aim and objectives for an exercise based on organisation development needs • Able to design an exercise appropriate for strategic (Gold), crisis management (Silver) and incident / function / department / site (Bronze) levels • Understand essential components and able to design and deliver: walk-through / talk-through, desktop and simulation exercises • Able to evaluate an exercise and make recommendations for preventative and corrective actions in BCMS

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