

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Humanitarian Crisis Coordination

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Humanitarian crises involve many agencies, governments and communities working under pressure. This course covers humanitarian coordination: humanitarian principles, coordination architecture, needs assessments, cluster approach, information management, access and negotiation, accountability to affected populations and working with local actors.

Poor coordination leads to gaps and duplication in aid. You will learn how humanitarian coordination works in practice.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

Simulation of coordination meetings, needs assessment exercises, case studies and negotiation role plays.

Course objectives

By the end of this course, participants will be able to:
- Explain humanitarian principles and architecture
- Conduct coordinated needs assessments
- Work within cluster and sector coordination
- Manage humanitarian information
- Negotiate access and work with local actors
- Ensure accountability to affected populations

Target audience

This course is suitable for:
- NGO and UN staff
- Government emergency officials
- Donor representatives
- Humanitarian programme managers
- Civil-military liaison officers



Course content

Target competencies

Participants will develop competencies in:

- Coordination
- Needs assessment
- Information management
- Negotiation
- Accountability

Course outline

Day 1: Humanitarian System

09:00–10:08	Principles
10:08–11:00	Actors
11:00–11:30	**Coffee break**
11:30–11:45	Actors (continued)
11:45–12:53	Coordination architecture
12:53–14:00	Exercise

Day 2: Needs Assessment

09:00–10:08	Joint assessments
10:08–11:00	Data collection
11:00–11:30	**Coffee break**
11:30–11:45	Data collection (continued)
11:45–12:53	Prioritisation
12:53–14:00	Workshop

Day 3: Clusters and Information

09:00–10:08	Cluster approach
10:08–11:00	Information products
11:00–11:30	**Coffee break**



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11:30–11:45	Information products (continued)
11:45–12:53	Meetings
12:53–14:00	Simulation

Day 4: Access and Localisation

09:00–10:08	Humanitarian access
10:08–11:00	Negotiation
11:00–11:30	**Coffee break**
11:30–11:45	Negotiation (continued)
11:45–12:53	Local actors
12:53–14:00	Role play

Day 5: Accountability

09:00–10:08	Feedback mechanisms
10:08–11:00	Protection
11:00–11:30	**Coffee break**
11:30–11:45	Protection (continued)
11:45–12:53	Lessons
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,840.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.–**
Cape Town Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,890.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Istanbul Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,650.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.–**
Rome Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,450.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
Frankfurt Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,650.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Vienna Confirmed dates	29 Mar 2027	2 Apr 2027	**€2,940.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Rome Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,450.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Paris Confirmed dates	10 May 2027	14 May 2027	**€2,860.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	31 May 2027	4 Jun 2027	**€2,450.-**
Online Confirmed dates	31 May 2027	4 Jun 2027	**€1,250.-**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**€3,150.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
London Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,450.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Dubai Confirmed dates	26 Jul 2027	30 Jul 2027	**€3,150.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Vienna Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,890.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Dubai Confirmed dates	27 Sept 2027	1 Oct 2027	**€3,150.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**€1,250.-**
Rome Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,450.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Cape Town Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,890.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,840.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**
Amsterdam Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,540.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online