

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Recovery Planning After Major Incidents

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

After the immediate response to a major incident, organisations face a long recovery of operations, assets, people and reputation. This course covers recovery planning: recovery governance, damage and needs assessment, prioritising restoration, insurance and funding, supporting staff and communities, building back better and capturing lessons.

Recovery often takes far longer than response and needs its own plan. You will learn to lead structured, effective recovery.

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

Recovery case studies, planning workshops, prioritisation exercises and lessons-learned reviews.

Course objectives

By the end of this course, participants will be able to:
• Establish recovery governance and structures
• Assess damage, impacts and needs
• Prioritise restoration of services and assets
• Manage insurance claims and recovery funding
• Support staff, customers and communities
• Build back better and capture lessons

Target audience

This course is suitable for:
• Business continuity and recovery managers
• Senior executives
• Facility and operations managers
• Public sector emergency managers
• Risk and insurance managers



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Target competencies

Participants will develop competencies in:

- Recovery planning
- Impact assessment
- Prioritisation
- Stakeholder support
- Learning

Course outline

Day 1: From Response to Recovery

09:00–10:08	Recovery phases
10:08–11:00	Transition from response
11:00–11:30	**Coffee break**
11:30–11:45	Transition from response (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Assessment

09:00–10:08	Damage assessment
10:08–11:00	Needs assessment
11:00–11:30	**Coffee break**
11:30–11:45	Needs assessment (continued)
11:45–12:53	Data gathering
12:53–14:00	Workshop

Day 3: Prioritisation

09:00–10:08	Restoration priorities
10:08–11:00	Interim arrangements
11:00–11:30	**Coffee break**



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11:30–11:45	Interim arrangements (continued)
11:45–12:53	Resources
12:53–14:00	Exercise

Day 4: Funding and People

09:00–10:08	Insurance claims
10:08–11:00	Funding sources
11:00–11:30	**Coffee break**
11:30–11:45	Funding sources (continued)
11:45–12:53	Staff and community support
12:53–14:00	Case study

Day 5: Building Back Better

09:00–10:08	Resilient rebuilding
10:08–11:00	Lessons learned
11:00–11:30	**Coffee break**
11:30–11:45	Lessons learned (continued)
11:45–12:53	Recovery plan
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)
Dubai Confirmed dates	9 Nov 2026	13 Nov 2026	**€3,150.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Cape Town Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,890.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**
Vienna Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,940.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Cape Town Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,890.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Amsterdam Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,540.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Rome Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Vienna Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,940.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Istanbul Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,650.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
London Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,450.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	17 May 2027	21 May 2027	**€2,860.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Rome Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Barcelona Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,840.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Cape Town Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,890.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**
Barcelona Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,840.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Dubai Confirmed dates	23 Aug 2027	27 Aug 2027	**€3,150.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Frankfurt Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,650.-**
Online Confirmed dates	13 Sept 2027	17 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	18 Oct 2027	22 Oct 2027	**€2,450.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,450.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
London Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,450.-**
Online Confirmed dates	29 Nov 2027	3 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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