

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Resilience Metrics and Reporting

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Leaders need evidence of whether the organisation is becoming more resilient. This course covers resilience measurement and reporting: defining resilience objectives, selecting leading and lagging indicators, maturity assessments, exercise and incident data, dashboards, reporting to executives and boards and using metrics to prioritise investment.

Without measurement, resilience programmes struggle to justify resources. You will learn to show progress credibly.

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

Indicator design workshops, dashboard exercises, maturity assessments and case studies.

Course objectives

By the end of this course, participants will be able to:
• Define resilience objectives
• Select leading and lagging resilience indicators
• Assess resilience maturity
• Use exercise and incident data
• Design resilience dashboards
• Report to executives and boards

Target audience

This course is suitable for:
• Business continuity and resilience managers
• Risk managers
• Crisis management leads
• Internal auditors
• Senior managers



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Target competencies

Participants will develop competencies in:

- Indicator design
- Maturity assessment
- Data analysis
- Dashboard design
- Executive reporting

Course outline

Day 1: Measuring Resilience

09:00–10:08	Why measure
10:08–11:00	Objectives
11:00–11:30	**Coffee break**
11:30–11:45	Objectives (continued)
11:45–12:53	Challenges
12:53–14:00	Exercise

Day 2: Indicators

09:00–10:08	Leading and lagging indicators
10:08–11:00	Programme metrics
11:00–11:30	**Coffee break**
11:30–11:45	Programme metrics (continued)
11:45–12:53	Outcome metrics
12:53–14:00	Workshop

Day 3: Maturity

09:00–10:08	Maturity models
10:08–11:00	Self-assessment
11:00–11:30	**Coffee break**



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11:30–11:45	Self-assessment (continued)
11:45–12:53	Benchmarking
12:53–14:00	Exercise

Day 4: Data and Dashboards

09:00–10:08	Exercise and incident data
10:08–11:00	Dashboards
11:00–11:30	**Coffee break**
11:30–11:45	Dashboards (continued)
11:45–12:53	Trends
12:53–14:00	Hands-on

Day 5: Reporting

09:00–10:08	Board reporting
10:08–11:00	Investment priorities
11:00–11:30	**Coffee break**
11:30–11:45	Investment priorities (continued)
11:45–12:53	Improvement
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)
Frankfurt Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,650.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
Dubai Confirmed dates	30 Nov 2026	4 Dec 2026	**€3,150.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Vienna Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,940.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Cape Town Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,890.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**€3,150.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 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.–**
Barcelona Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,840.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,890.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	3 May 2027	7 May 2027	**€2,840.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	24 May 2027	28 May 2027	**€2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Cape Town Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,890.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Dubai Confirmed dates	28 Jun 2027	2 Jul 2027	**€3,150.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Vienna Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Rome Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Paris Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,860.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
London Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Rome Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,650.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Amsterdam Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,540.-**
Online Confirmed dates	6 Dec 2027	10 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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