

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Situational Awareness for Crisis Teams

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Crisis teams can only make good decisions if they share an accurate picture of what is happening. This course teaches situational awareness for crisis teams: information gathering, verification, common operating pictures, dashboards and maps, managing uncertainty and rumours, briefing techniques and avoiding tunnel vision.

Poor situational awareness leads to wrong decisions in crises. You will learn methods to build and maintain a shared picture.

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

Information management simulations, briefing practice, dashboard design and case studies.

Course objectives

By the end of this course, participants will be able to:
• Explain levels of situational awareness
• Gather and verify incident information
• Build common operating pictures
• Use dashboards and maps for crisis teams
• Manage uncertainty, rumours and information overload
• Brief decision makers effectively

Target audience

This course is suitable for:
• Crisis team members and coordinators
• Emergency operations staff
• Business continuity managers
• Security managers
• Communication staff



Course content

Target competencies

Participants will develop competencies in:
- Information management
- Verification
- Visualisation
- Briefing
- Critical thinking

Course outline

Day 1: Situational Awareness

09:00–10:08	Perception, comprehension and projection
10:08–11:00	Failures in crises
11:00–11:30	**Coffee break**
11:30–11:45	Failures in crises (continued)
11:45–12:53	Case study
12:53–14:00	Exercise

Day 2: Information Gathering

09:00–10:08	Sources
10:08–11:00	Verification
11:00–11:30	**Coffee break**
11:30–11:45	Verification (continued)
11:45–12:53	Logging
12:53–14:00	Workshop

Day 3: Common Operating Picture

09:00–10:08	Dashboards
10:08–11:00	Maps
11:00–11:30	**Coffee break**



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11:30–11:45	Maps (continued)
11:45–12:53	Status boards
12:53–14:00	Exercise

Day 4: Uncertainty

09:00–10:08	Rumours and misinformation
10:08–11:00	Assumptions
11:00–11:30	**Coffee break**
11:30–11:45	Assumptions (continued)
11:45–12:53	Tunnel vision
12:53–14:00	Simulation

Day 5: Briefing

09:00–10:08	Briefing formats
10:08–11:00	Decision support
11:00–11:30	**Coffee break**
11:30–11:45	Decision support (continued)
11:45–12:53	Handover
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	16 Nov 2026	20 Nov 2026	**€2,650.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Kuala Lumpur Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Rome Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,450.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Dubai Confirmed dates	25 Jan 2027	29 Jan 2027	**€3,150.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Paris Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,860.–**



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.–**
Vienna Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,940.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Dubai Confirmed dates	29 Mar 2027	2 Apr 2027	**€3,150.–**
Online Confirmed dates	29 Mar 2027	2 Apr 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.–**
London Confirmed dates	3 May 2027	7 May 2027	**€2,450.–**
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)
Dubai Confirmed dates	24 May 2027	28 May 2027	**€3,150.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Amsterdam Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,540.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Barcelona Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,840.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Vienna Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,940.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Cape Town Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,890.-**



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.-**
London Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Barcelona Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,840.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,890.-**
Online Confirmed dates	11 Oct 2027	15 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.-**



Course content

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.-**
Rome Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,450.-**
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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