



RISK AND CRISIS MANAGEMENT

3 DAY PROGRAM

CORPORATE PROFILE

Know Your Risk (KYR) Training & Learning Solutions is a boutique international specialist risk management training organization catering to the training requirements for corporate and institutional clients in the field of risk management.

All training programs are tailored and designed by sourcing information and knowledge from global best practices in risk management. Programs being delivered by KYR Training & Learning solutions include two, three, four and five day programs that are delivered either as onsite or via remote learning.

Programs on various risk management topics involved Operational Risk, Fraud Risk & Conduct Risk have been successfully delivered by KYR Training & Learning Solutions to international banking and financial services clients onsite in Dubai, Singapore, Australia and Muscat with further international trainings planned for delivery internationally across multiple locations.

DAY 1, SESSION 1

Fundamentals of Risk Management

- Concept of 'Risk' in Risk Management
- Basic Principles, concepts & definitions of Risk Management
- Concept of risk management
- Why is Risk Management required
- Threats and opportunities
- **TEAM EXERCISE** - Consideration of a Risk as both a threat and opportunity
- Risk management process
- Risk Analysis
- Definition of ERM in the context of Risk Management
- Risk treatment options

AFTERNOON SESSION SESSION 2

Risk management in practice and its relationship to crisis management

- Categorisation of risks
- Risk management frameworks
- Risk prioritisation
- Risk rating
- Risk reporting and communication
- Key risk indicators - concept and their link to strategy, performance & risk
- Examples of KRIs
- Risk Management implementation and maturity phase
- Key questions to consider in risk management implementation
- Role of risk manager in crisis management & business continuity
- How to properly structure an organisation's risk competencies (i.e Risk Management, Crisis management and Business continuity)



- Differences in how risk management relates to crisis management and business continuity
- The importance of a customer centric approach

DAY 2, SESSION 1

Concept of Crisis Management

- What is crisis management?
- Types of organisational crisis
- The nature of crisis
- Rule of crisis management
- Outcomes of major crisis
- Crisis management stages
- Managing business crisis
- Steps of Crisis communication
- **Team discussion** - 2 real life case studies on Crisis management

AFTERNOON SESSION SESSION 2

- A look into crisis management requirements
- Crisis Management strategy
- Crisis management model
- Crisis management model
- Crisis management planning
- Contingency planning
- Business continuity analysis
- Crisis management cycle
- Different types of crisis management methods
- Levels of Crisis
- Case study 1: Madrid Train bombing
- Case study 2: Reactions to BSE
- Case study 3: Hurricane Katrina
- Hub & Spoke model in crisis management - case study of Bali bombing

DAY 3

MORNING SESSION 1

- Typology of Organisational Preparedness for crisis
- Use of Significant Incident Reports (SIP)
- Use of Standard Operating Procedures (SOPs)
- Mistakes in crisis communication
- Crisis Management capability development
- Role of leadership in crisis management
- Key steps in managing crisis
- Key questions for a crisis management plan
- Role of BCM in crisis management
- Concept and role of BIA in crisis management
- Risks managed through a BCM solution
- Illustration of BCM team structure in a large organisation



AFTERNOON SESSION 2

- Common approaches to executing a risk assessment in the context of BCM

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