

# Advanced Business Resilience

## Developing Creative and Adaptive Strategies

**“Understanding and Managing the Unpredictable”**



Focus on: **The Manager**  **The Specialist**  **Spotlight Programme**  **Hands-on Skills**

### Course Overview

Organizations today are presented with an ever-growing number of challenges, compounded by the speed of technological change and evolution, all of which act together to increase business risk. Evidence indicates that Resilient organisations are successfully proactive; they can foresee relevant scenarios that may have damaging effects on business operations. Therefore, if you have, or could have, a key role to play in the resilience of your organisation, then this course is for you.

Business Resilience as a corporate goal is the ability to anticipate, avoid, protect, withstand, mitigate, respond and recover from the effects of change or adversity. This course explores these and other concepts of resilience to understand key mechanisms that organisations should develop to best cope with continuous change and to swiftly recover from hardship.

Course Objectives		This Course is Ideal For:	
1	Understanding the features of BSI 65000	✓	Designated Incident, Emergency and Crisis Response Managers
2	Identification and investigation of the 13 indicators that assesses the Resilience of an organisation	✓	Fire, Safety and Security Professionals
3	Understanding risk, security, safety, preparedness, resilience, response and reliability	✓	Risk, Marketing and Insurance Managers
4	How to apply concepts and innovative solutions to achieve business resilience	✓	Operation, Asset, HR and Facility Managers
5	Determine how to monitor the performance of your resilience system.	✓	Ministry or Government Regulators
6	How to demonstrate a clear focus on developing confidence and leadership capabilities		

### Course Content

Day	Theme	Coverage
1	Resilience is a concept rather than a discipline	<ul style="list-style-type: none"><li>• BSI 65000 5 levels of maturity &amp; 13 Principles of Resilience</li><li>• Business and Community resilience case studies</li><li>• Organisational and Environmental Risk, Threats &amp; Impact Perspectives</li><li>• Understanding the impact of change on the Organisation</li><li>• Strategic Crisis &amp; Emergency Management in a Resilience framework</li><li>• Strategic Risk and Risk Behaviour</li></ul>
2	Five main principles of Organizational Resilience	<ul style="list-style-type: none"><li>• Leadership, setting priorities, commitment and allocating resources</li></ul>

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		<ul style="list-style-type: none"><li>• A Resilient culture is built on principles of empowerment, purpose and trust</li><li>• Succession Planning. Resilience through people selection</li><li>• Globalization, Governance and Accountability enable resilience</li><li>• Settings, understanding workplace challenges to resilience &amp; workplace agility</li></ul>
3	Resilience: Business Continuity & Disaster Recovery Management	<ul style="list-style-type: none"><li>• Identify and manage current and future threats to your business</li><li>• Being proactive (<b>ISO 22301</b>) minimizing the impact of incidents</li><li>• Keep critical functions operational during change and crises</li><li>• Minimize downtime during incidents and improve recovery time</li><li>• Demonstrate resilience to all stakeholders</li><li>• Crisis Consequence and Recovery Management</li></ul>
4	Communication & Culture: the demands of “Black Swan” thinking	<ul style="list-style-type: none"><li>• Building ‘black swan’ resilience</li><li>• Strategic Anticipation and Foresight Analysis</li><li>• Managing the unpredictable using Scenario Planning</li><li>• Building more flexible teams and adaptive organisations</li><li>• Societal and interrelationship &amp; Organisational Resilience</li><li>• Risk communication in high hazard environments</li></ul>
5	Safety, Security and High Reliability features and Characteristics	<ul style="list-style-type: none"><li>• Best practice techniques for promoting a Safety Culture</li><li>• Linking safety culture with an HSE Safe Management System</li><li>• The fundamentals of Security Management &amp; Asset Protection</li><li>• Features and characteristics of high reliability organisations</li><li>• How to test and prove your whole Resilience System</li><li>• Course Evaluation</li></ul>

Course Assessment	Certification
<b>Participants will be assessed on:</b> Participation in sessions Completion of exercises & case studies Performance in assessments	Upon successful completion of the course, participants will receive a <b>Certificate of Successful Completion</b> , along with a <b>Transcript of Marks</b> showing the performance by grade in each element of assessment and overall.

Course Instructor
PhD qualified, experienced, a dynamic and passionate speaker, having delivered hundreds of motivational speeches, keynote addresses and presentations to most industry sectors, as well as to thousands of clients and stakeholders on Business Resilience, Emergency Response and related disciplines in the EU, Middle and Far East.