PROFESSIONAL DEVELOPMENT TRAINING

# Business Continuity Fundamentals for Resilient Organizations

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2.0 DAY COURSE

**In today's volatile business environment, disruptions are no longer rare events, they are inevitable realities. From cyber incidents and supply chain breakdowns to natural disasters, geopolitical shocks, and infrastructure failures, organizations must be prepared to continue operating even when the unexpected occurs.**

**This 2-day Business Continuity Fundamentals program provides participants with a practical understanding of how organizations can anticipate disruptions, protect critical operations, and recover quickly when crises arise. Rather than focusing only on theory, the program emphasizes hands-on learning, practical frameworks, and real-world scenarios to help participants understand how continuity planning works in practice.**

**Participants will explore the core components of Business Continuity Management (BCM) including risk assessment, business impact analysis, continuity strategies, crisis response, and recovery planning. Through group exercises, case discussions, and scenario simulations, participants will learn how to identify operational vulnerabilities and develop practical continuity solutions.**

**By the end of the program, participants will gain the knowledge and tools necessary to support their organization's resilience efforts and contribute effectively to the development and implementation of a Business Continuity Plan (BCP).**

## What You'll Gain:

This program is suitable for professionals involved in operational management, risk management, and organizational resilience, including:

- Operations managers and supervisors
- Risk management and compliance professionals
- Business continuity coordinators
- Facilities and infrastructure managers
- IT and cybersecurity professionals
- Supply chain and logistics managers
- Quality and operational excellence practitioners

- Department heads responsible for critical business functions
- Anyone involved in crisis response or operational risk management

No prior experience in Business Continuity Management is required.

# Outcomes

By the end of the program, participants will be able to:

- Understand the fundamentals of Business Continuity Management (BCM) and its importance in maintaining operational resilience
- Identify key organizational risks and potential disruptions that can affect business operations
- Conduct a basic Business Impact Analysis (BIA) to determine critical processes and recovery priorities
- Develop practical continuity strategies to ensure essential operations can continue during disruptions
- Understand crisis management and response coordination during emergency situations
- Contribute to the development and implementation of a Business Continuity Plan (BCP) within their organization
- Recognize the importance of testing, training, and continuous improvement in sustaining effective business continuity programs

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# Modules

### Lesson 1: Introduction to Business Continuity Management

DAY 1 - UNDERSTANDING BUSINESS CONTINUITY AND ORGANIZATIONAL RISKS

- What Business Continuity Management (BCM) is and why it matters
- Difference between risk management, crisis management, disaster recovery, and business continuity
- Global standards and frameworks (e.g., ISO 22301 overview)

### Lesson 2: Identifying Organizational Risks and Disruption

- Types of disruptions organizations face today
- Internal vs external threats to operations
- Supply chain disruptions and infrastructure dependencies
- Cybersecurity incidents and digital system failures
- Natural disasters, regulatory disruptions, and geopolitical risks
- Risk identification techniques and organizational vulnerability mapping

- The role of BCM in protecting organizational reputation and customer trust
- Understanding operational resilience in modern organizations

### Lesson 3: Business Impact Analysis (BIA)

- Purpose and importance of Business Impact Analysis
- Identifying critical business functions and services
- Determining Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)
- Operational, financial, legal, and reputational impacts of disruptions
- Process mapping for continuity planning
- Prioritizing business processes for recovery

### Lesson 4: Developing Continuity Strategies

- Identifying continuity solutions for critical operations
- Redundancy and backup systems
- Alternative work locations and remote operations
- Supplier diversification and supply chain resilience
- Workforce continuity and succession planning
- Resource prioritization during disruptions

### Lesson 5: Crisis Management and Emergency Response

DAY 2 – CRISIS RESPONSE, RECOVERY PLANNING AND IMPLEMENTATION

- Crisis leadership and decision-making during emergencies
- Establishing a Crisis Management Team (CMT)
- Roles and responsibilities during incidents
- Communication protocols during crises
- Managing internal and external stakeholders
- Escalation procedures and incident command structures

### Lesson 6: Developing the Business Continuity Plan (BCP)

- Structure and components of a Business Continuity Plan
- Documentation of recovery procedures
- Department-level continuity planning
- Integration with IT disaster recovery plans
- Communication and escalation protocols
- Roles, responsibilities, and governance structures

### Lesson 7: Testing and Exercising Business Continuity Plans

- Importance of testing continuity plans
- Types of exercises: tabletop, simulation, and drills

### Lesson 8: Embedding a Culture of Resilience

- Building organizational awareness of business continuity
- Training employees on emergency procedures

- Evaluating plan effectiveness
- Lessons learned and improvement cycles
- Updating plans after incidents and exercises

- Leadership support for resilience initiatives
- Integrating BCM into organizational strategy
- Continuous improvement of BCM programs

**Talk to our expert team**

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