

# PECB ISO 22361 Certified Lead Crisis Manager

5 Days (31 Hours) / Exam included



Our **PECB-certified ISO 22361 Lead Crisis Manager course** provides valuable information on the concepts, principles and practices of crisis management. You will develop the skills to lead and support your organisation in **developing and maintaining an effective crisis management plan**.

- Support the organisation in planning, deploying, monitoring, and continual improvement of its capability for strategic crisis management in accordance with ISO 22361 and other best practices.
  - Understand the fundamental concepts and principles of crisis management
  - Learn to establish and implement a crisis management framework
- Includes the certification and examination fees, extensive training materials and your copy of the ISO 22361:2022 standard
- Each learner will receive a course completion certificate with 31 CDP credits
  - B2B Learning is a [PECB Authorized Partner](#)



## COURSE OBJECTIVES

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The PECB Lead Crisis Manager training course helps participants **develop their competence** to support an organization in planning, establishing, maintaining, reviewing, and continually improving its strategic crisis management capability based on the **guidelines of ISO 22361 and other best practices**. It also provides information regarding the fundamental concepts and principles of crisis management and the effective **establishment and implementation of a crisis management framework**.

In addition to the explanation of the theoretical concepts related to crisis management, the training course provides **practical examples and scenario-based quizzes** that will help you reinforce your knowledge and prepare you for real-life scenarios concerning crisis management.

Upon the completion of the training course, participants **can sit for the exam and apply to obtain the “PECB Certified Lead Crisis Manager” credential once they pass the exam**. The credential demonstrates that the participant possesses the theoretical and practical knowledge and skills to support and lead an organization in designing and developing its crisis management capability based on ISO 22361 guidelines and best practices in this field.

## COURSE AGENDA

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### Day 1 - Introduction to ISO 22361 and crisis management

- Training course objectives and structure
- Standards and crisis management models
- Fundamental concepts of crisis management
- Principles for crisis management
- Crisis communications

### Day 2 - Crisis Management Framework

- Leadership
- Organizational structure
- Organizational culture
- Competence

### Day 3 - Crisis Prevention and Preparedness

- Anticipation of crises
- Assessment of crises
- Prevention and mitigation of crises
- Preparedness for crises

### Day 4 - Crisis Response and Recovery

- Response to crises
- Recovery from crises
- Continual improvement
- Closing of the training

### Day 5 - Certification Exam

- The certification exam is taken on day 5 at 9:30 in the morning, and lasts 3 hours

### Learning Methodology

This training course has a learner-centred approach and contains:

- Theoretical and practical examples and best practices related to crisis management
- Quizzes with stand-alone questions (at the end of each section) and scenario-based quizzes (at the end of each day), intended to prepare the participants for the certification exam
- Interaction between the trainers and participants by means of questions and discussions

## WHO SHOULD ATTEND?

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### Our Lead Crisis Manager course is intended for:

- Individuals responsible for the delivery of a crisis management capability in an organization
- Individuals responsible for implementing a plan and structure for crisis management within the organization
- Crisis leader(s)
- Members of crisis management teams
- Individuals seeking to thoroughly understand crisis management
- Individuals aiming to start or advance their careers in crisis management
- Consultants, advisors, and professionals wishing to obtain in-depth knowledge of ISO 22361 guidelines on crisis management

### Prerequisites

Participants who want to attend this training course should have a fundamental understanding of crisis management concepts, framework, and process.

## ABOUT THE EXAMINATION

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The crisis management certification demonstrate that you are able to effectively design, develop, implement, monitor, and continually improve an organization's crisis management capability. The "PECB Certified Lead Crisis Manager" exam meets all the requirements of the PECB Examination and Certification Program.

The exam will be held on day 5 at 9.30am. If you do not wish to attend the group exam session and would like to choose a remote proctored exam voucher, please inform us on the first day of the course.

### Practical details:

- The exam passing score is 70%.
- The exam is open book and comprises 80 multiple-choice questions.
- Duration: 3 hours + 30 minutes extra time for non-native English speakers on demand
  
- After successfully passing the exam, candidates will be able to apply for obtaining the “PECB Certified LeadCrisis Manager” credential. Please refer to the candidate handbook for more details.
  
- Candidates who have completed the training course with B2B Learning, and failed the first exam attempt, are eligible to retake for free the exam within a 12-month period from the date the coupon code is received.

[Please find the complete exam booklet for more information.](#)