Training Course on Business Continuity Management (BCM)

Professional Development Training Course Outline

Category	General Training	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s unpredictable global landscape, the ability to proactively manage crises and maintain operational resilience is crucial. Training Course on Business Continuity Management (BCM) is designed to empower organizations and professionals with the critical skills, frameworks, and real-world applications needed to ensure uninterrupted operations during disruptions. Through this course, participants will gain in-depth knowledge of risk assessments, contingency planning, disaster recovery, crisis communication, and regulatory compliance to build a robust continuity strategy.

This course blends cutting-edge tools with international BCM standards (ISO 22301), and provides hands-on insights into managing threats such as cyberattacks, natural disasters, pandemics, and supply chain failures. Whether you're an executive, risk manager, IT professional, or emergency response planner, this training will help you develop and implement scalable, future-proof BCM strategies using industry best practices, AI-integrated solutions, and sustainability-aligned recovery models.

Programme Curriculum

Training Course on Business Continuity Management (BCM)

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Course Objectives

1. Understand the fundamentals of Business Continuity Planning (BCP) and Risk Management.
2. Identify critical operations and evaluate business impact analysis (BIA) tools.
3. Design effective disaster recovery plans (DRP) and incident response strategies.
4. Build a compliant and audit-ready BCM framework aligned with ISO 22301.
5. Leverage cloud resilience, cybersecurity protocols, and AI-based forecasting.
6. Master crisis communication plans to protect brand reputation during crises.
7. Analyze supply chain continuity vulnerabilities and apply resilience models.
8. Implement resilient leadership and team coordination during high-stress situations.
9. Navigate compliance requirements, data protection laws, and industry regulations.
10. Measure BCM effectiveness through KPI-based performance metrics.
11. Apply scenario planning, simulations, and tabletop exercises.
12. Integrate BCM with enterprise risk management (ERM) and sustainability goals.
13. Develop a post-incident business recovery roadmap and lessons learned framework.

Target Audience

1. Business Continuity Managers
2. Risk & Compliance Officers
3. IT Disaster Recovery Specialists
4. Emergency Response Planners
5. C-Suite Executives & Board Members
6. Operations & Facility Managers
7. Government Emergency Services
8. Healthcare & Financial Sector Professionals

Course Duration: 10 days

Course Modules

Module 1: Introduction to Business Continuity Management

- Definition and importance of BCM
- Key principles and standards (ISO 22301)

- Role of BCM in corporate governance
- Relationship with risk management and DRP
- BCM maturity models
- **Case Study**: How a telecom firm used BCM to sustain operations during a nationwide outage.

Module 2: Risk Assessment & Business Impact Analysis

- Identifying internal and external threats
- Performing Business Impact Analysis (BIA)
- Critical asset and process mapping
- Impact measurement techniques
- Prioritizing risk mitigation
- **Case Study**: Financial institution response to ransomware attack via risk analysis.

Module 3: BCM Policy Development

- Defining scope, goals, and objectives
- Governance structure for BCM
- Stakeholder roles and responsibilities
- Documenting BCM policies
- Approval and policy review cycles
- **Case Study**: Retail chain’s use of structured BCM policy after pandemic disruption.

Module 4: Continuity Strategies and Solutions

- Recovery Time Objectives (RTO) and RPO
- Alternate site and remote work arrangements
- Supply chain continuity plans
- Data and IT continuity strategies
- Strategy selection frameworks
- **Case Study**: Cloud-hosted retailer minimizing downtime with hybrid continuity strategy.

Module 5: Crisis Management and Communication

- Crisis communication principles
- Role of social media in emergencies
- Internal vs. external communication
- Developing message templates
- Spokesperson selection and training
- **Case Study**: Airline’s brand preservation through transparent crisis communication.

Module 6: Emergency Response and Incident Management

- Emergency response structure
- Incident response lifecycle
- Chain of command protocols

- Real-time reporting and alerts
- Evacuation and lockdown procedures
- **Case Study**: Hospital’s effective incident response during a cyberattack.

Module 7: Disaster Recovery Planning (DRP)

- IT disaster recovery planning
- Network and system restoration techniques
- Backup solutions and testing
- Cloud-based recovery services
- Documentation and version control
- **Case Study**: IT firm’s 12-hour recovery from server crash using cloud DRP.

Module 8: Training and Awareness Programs

- Staff awareness campaign design
- BCM training needs assessment
- Gamification of BCM learning
- Role-based BCM workshops
- Certification and refresher plans
- **Case Study**: Global bank reducing response time through BCM gamified training.

Module 9: BCM Exercises and Testing

- Types of BCM tests (tabletop, simulation, live)
- Evaluation criteria for exercises
- Documentation of outcomes
- Continuous improvement loops
- Testing frequency and scheduling
- **Case Study**: Energy firm’s discovery of gaps via a full-scale simulation drill.

Module 10: Supply Chain Continuity Management

- Supplier risk assessment
- Alternate sourcing strategies
- Vendor compliance audits
- Supplier continuity contracts
- Communication protocols with vendors
- **Case Study**: Auto manufacturer stabilizing production after supplier plant fire.

Module 11: Technology & AI in BCM

- AI-driven threat detection
- BCM automation tools
- Predictive analytics in risk management
- Business continuity dashboards
- Integrating IoT and smart sensors

- **Case Study**: Logistics company leveraging AI for flood risk forecasting.

Module 12: BCM and Cybersecurity

- Overlapping areas of BCM and cybersecurity
- Business continuity in cyber incidents
- Threat modeling and penetration testing
- Security awareness training
- Incident containment strategies
- **Case Study**: Insurance firm safeguarding data via unified BCM-cyber strategy.

Module 13: Governance, Compliance & Audit

- Legal and regulatory requirements
- BCM audit checklists
- Compliance with ISO 22301, GDPR, HIPAA
- Reporting and accountability
- Board-level reporting strategies
- **Case Study**: Healthcare provider's successful ISO audit using a compliance roadmap.

Module 14: Post-Incident Review and Recovery

- Incident review methodology
- Lessons learned framework
- Process re-engineering post-disruption
- Staff debriefs and wellness checks
- Update and refine BCM strategies
- **Case Study**: E-commerce firm's improvement cycle after payment gateway crash.

Module 15: Integration with Enterprise Risk Management (ERM)

- Aligning BCM with strategic risk objectives
- Creating a unified risk governance structure
- BCM role in sustainability and ESG
- KPI development and monitoring
- Integrating with business performance systems
- **Case Study**: Manufacturing company achieving ESG goals through BCM-ERM fusion.

Training Methodology

- **Interactive Lectures**: Engaging presentations with real-world examples.
- **Group Workshops**: Hands-on scenario planning and problem-solving.
- **Simulations & Tabletop Exercises**: Realistic simulations to test preparedness.
- **Case Study Analysis**: Industry-specific case discussions for deeper insights.
- **Assessment & Feedback**: Quizzes, practical assignments, and expert evaluations.
- **Access to Tools**: Templates, checklists, and software tools for continuity planning.
- **Certification**: Completion certificate aligned with ISO 22301 competencies.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
16 Nov 2026	27 Nov 2026	Online	$2,000
16 Nov 2026	27 Nov 2026	Physical	$3,000
16 Nov 2026	27 Nov 2026	Physical	$6,000
16 Nov 2026	27 Nov 2026	Physical	$6,000
16 Nov 2026	27 Nov 2026	Physical	$12,000
16 Nov 2026	27 Nov 2026	Physical	$9,000

Start Date	End Date	Location	Price
16 Nov 2026	27 Nov 2026	Physical	$12,000
16 Nov 2026	27 Nov 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

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Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com