



EPTA Training Crisis Management for Training Academies

EPTAII: Innovating Together – Connecting European Penitentiary Training Academies

The Crisis Management Training Program focuses on the development of careful planning, coordination, communication, and adaptability skills, aimed at ensuring the safety and well-being of staff and stakeholders within Penitentiary Training Academies.

Objective of the training

This training program aims to foster a mutual understanding of crisis management approaches in training academies and equip the management team with essential skills. The goal is to ensure that the institution remains prepared for potential crises.

Training outcomes

After successfully completing the training course, participants will cultivate a comprehensive range of knowledge and skills across various key competency areas, including:

- **Enhanced Crisis Awareness:** Increased understanding of various crisis types and their potential impact on institutions.
- **Effective Crisis Planning:** The ability to establish a Crisis Management Team (CMT) and develop a comprehensive Crisis Management Plan (CMP) tailored to the organization's needs.
- **Improved Risk Assessment Skills:** Capability to assess vulnerabilities and potential crisis scenarios, enabling proactive risk mitigation.
- **Clear Communication Protocols:** Establishment of effective communication protocols for both internal and external stakeholders during crises. Ability to handle internal and external communication, including keeping staff, students, and stakeholders informed and managing media inquiries.
- **Decision-Making and Leadership Skills:** Enhanced decision-making abilities and leadership skills to guide the organization through crises confidently.
- **Continuous Improvement Strategies:** Development of a continuous improvement strategy for crisis management, ensuring ongoing preparedness and adaptability.



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Training content

The training module covers following topics:

- I. Introduction to Crisis Management
- II. Preparing for Crisis
 - A. Establishing a Crisis Management Team (CMT)
 - B. Developing a Crisis Management Plan (CMP)
 - C. Risk assessment and scenario planning
 - D. Establishing communication protocols
 - E. Conducting trainings for staff
- III. Crisis Response
- IV. Crisis Communication
- V. Continuous Improvement strategy

Training methodology

The training methodology is based on adult learning principles. It combines theoretical knowledge with practical experience, allowing participants to develop the skills and confidence necessary to effectively manage crises and emergencies in Training Academies.

Training participants

The training program is primarily designed to cater to training academy managers at all organizational levels and other staff members who may potentially serve on the crisis management team of the academy, as well as experts from relevant areas who bring valuable insights and expertise.

Training schedule

- Tuesday 12 March: Arrival of participants
- Wednesday 13 March: Full workshop day
- Thursday 14 March: Full workshop day
- Friday 15 March: Departure of participants



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Training program and agenda

Time	Day 1	Day 2
09:00	<p>Official opening of the training</p> <p>Introduction, Revealing participants' expectations; Sharing participants experience regarding Crisis Management practices</p> <p>Introduction to Crisis Management Understanding the potential crises that can affect organization</p>	<p>Crisis Response / Implementing the Crisis Management Plan</p> <ul style="list-style-type: none"> • Basic procedures • Communication protocols • Resource allocation and mobilization <p>Decision-making and leadership during a crisis; Collaboration</p> <p>Method: Group Discussion; Mind Map</p>
10:30	Coffee Break	Coffee Break
11:00	<p>The role of leadership and key personnel in crisis management</p> <p>Preparing for Crisis / Establishing a Crisis Management Team (CMT)</p> <p>Method: Case Study analysis; Presentation and plenary discussion</p>	<p>Crisis Communication / Internal communication within the institution</p> <ul style="list-style-type: none"> • Keeping staff and students informed • Ensuring the safety and well-being of individuals on-site <p>Method: Case Study and Group Discussions</p>
12:30	Lunch	Lunch
13:30	<p>Identifying key team members / Defining roles and responsibilities</p> <p>Developing a Crisis Management Plan (CMP): Identifying objectives and goals / Creating a communication plan -</p> <p>Method: Simulations; Case Study and Group Discussions</p>	<p>Crisis Communication / External communication</p> <ul style="list-style-type: none"> • Communicating with primary stakeholders • Handling media inquiries • Managing public relations during and after the crisis <p>Method: Role-play; Presentation and plenary discussion</p>
15:00	Coffee Break	Coffee Break
15:30	<p>Risk assessment and scenario planning:</p> <ul style="list-style-type: none"> • Identifying potential crisis scenarios • Assessing vulnerability and impact <p>Method: Presentation and plenary discussion</p>	<p>Elaborating Continuous Improvement strategy for CM</p> <p>Summarizing Training results</p> <p>Evaluation and follow-up</p>
16:30	End of the Training day	End of the Training
	Joint diner	



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