

Workshop Objective



- Understand the key factors in preparing, responding, and maintaining control throughout the development or escalation of an emergency situation.
- Learn how to communicate effectively in emergency scenario. The candidate should be able to put in place predetermined plans from the point when the emergency alarm is raised until when the emergency is over.
- Understand how stress can impact on individuals and team performance during emergencies.

Program Designed For

Personnel who are either designated as being in-charge of, are member of, or provide support to an emergency management team in an emergency.

Duration

3 days

Your Instructor

- Gerry Carol
- Ahmad Suut



Learning Outcome



- Review, manage and assess the information available in an emergency situation in a timely manner.
- Establish priorities and take effective action.
- Implement predetermined emergency plans and procedures in the context of the current emergency.
- Efficiently communicate information and instructions.
- Keeping appropriate agencies informed through the Support team.
- Monitor and control resources.
- Evaluate progress and communicate changes in plans and priorities.
- Effectively delegate authority and manage individuals and teams.
- Recognise and deal with stress in themselves and others.

Course Module

MODULE 1: Theory in Management of Major Emergencies

1. Major Emergency
2. The Emergency Manager (Person in charge)
3. The Emergency Command Centre Facilities and Information
4. Pre-planning and Maintaining a State of Readiness
5. Dealing with Stress

MODULE 2: Practical Elements of Management of Major Emergencies

1. Assessing the Situation
2. Taking Effective Actions
3. Maintaining Communications
4. Delegating Authority
5. Managing Self and Team

Performance Appraisal



During the course each delegate shall act as the Emergency Manager (EM) in at least two of the emergency scenario simulations based on a major incident chosen from the following:

Type A: A major emergency that is readily controllable if managed appropriately

Type B: A major emergency that could escalate if not controlled

Type C: A major emergency that the EM is unable to control leading to a full evacuation of the facility

The range of emergency scenarios specified above should include all of the following:

- a) Injured personnel
- b) Multiple casualties
- c) Missing personnel
- d) Loss of containment
- e) Loss of communication
- f) Loss of evacuation, muster points or temporary refuge
- g) Stressed personnel
- h) Extreme weather conditions
- i) Loss of essential facilities
- j) Loss of key personnel
- k) Rapidly developing situation leading to information overload
- l) Evacuation of the facility
- m) Environmental concerns and effects