Datastat Research
Building Capacity in Training and Research

DATASTAT TRAINING IN

OFFICIAL COURSE PROSPECTUS

Center for Advanced Research & Professional Development

Nairobi Training Center • Global Virtual Academy • Corporate On-Site

RISK MANAGEMENT

Crisis Response for Operational Risk Managers Training Course

Comprehensive Course Syllabus, Practical Modules & Upcoming Schedules

PROGRAM SPECIFICATIONS & HIGHLIGHTS

DURATION
5 Days Practical Hands-on

DELIVERY MODES
In-Person Class & Live Virtual

CERTIFICATION
Accredited Certificate of Completion

INTAKES / DATES
Multiple Cohort Schedules Included

PREPARED FOR:

Valued Participant

Email: training@datastatresearch.org | Issued: November 21, 2026

Academic & Professional Training Year: 2026

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Crisis Response for Operational Risk Managers Training Course

Risk Management • 5 Days Intensive • Accredited Certification

Course Overview

Crisis Response for Operational Risk Managers Training Course is specifically engineered for a new era of complex, interconnected risk.

Key Skills & Software Tools Covered

Crisis management • operational risk response • contingency planning

Upcoming Training Schedules

Confirmed cohort intakes and venues. Both physical in-person classroom and live virtual online seats are available.

TRAINING DATES	LOCATION / VENUE	FORMAT / DURATION	INVESTMENT (FEE)
29 Dec 2025 – 2 Jan 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
29 Dec 2025 – 2 Jan 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Cape Town	Classroom / 5d	**$4,500 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Singapore	Classroom / 5d	**$5,000 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Istanbul	Classroom / 5d	**$5,000 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Bangkok	Classroom / 5d	**$5,000 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Accra	Classroom / 5d	**$4,000 USD / KES 90,000**
5 Jan 2026 – 9 Jan 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
5 Jan 2026 – 9 Jan 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 90,000**
5 Jan 2026 – 9 Jan 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 90,000**

* Corporate discounts and customized cohort scheduling are available for teams of 3 or more participants.

Course Curriculum & Modules

Crisis Response for Operational Risk Managers Training Course

Introduction

Crisis Response for Operational Risk Managers Training Course is specifically engineered for a new era of complex, interconnected risk. Traditional risk models are insufficient against today's threats, from sophisticated cyberattacks to geopolitical instability and climate-driven disruptions. Operational Risk Managers must transition from reactive damage control to proactive, holistic crisis leadership to ensure organizational resilience and business continuity. This course provides the strategic frameworks, real-time decision-making tools, and advanced scenario planning techniques necessary to protect critical operations, safeguard stakeholder trust, and maintain a decisive advantage in the face of sudden, severe disruption.

Participants will gain mastery over the entire crisis lifecycle from anticipating emerging risks and establishing robust operational resilience to executing a high-stakes response and driving post-crisis organizational learning. We emphasize practical application through immersive simulations and deep-dive case studies focusing on modern threats like supply chain shocks, data breaches, and conduct risk. By integrating a forward-looking risk culture with a structured crisis management playbook, this program empowers Operational Risk Managers to become the essential architects of their organization's long-term stability and sustained performance.

Course Duration

5 days

Course Objectives

Upon completion, participants will be able to:

- Define and embed an Operational Resilience framework aligned with regulatory expectations
- Conduct advanced scenario analysis and stress testing for severe but plausible operational disruptions.
- Establish tolerances for disruption for critical business services and map end-to-end dependencies.
- Implement a rapid Crisis Activation Protocol (CAP) for immediate, effective response to high-impact events.
- Master real-time decision-making under pressure using structured leadership and command-and-control models.
- Develop an effective crisis communication strategy to manage internal and external stakeholder trust and reputation.
- Mitigate Third-Party Risk (TPR) and ensure the continuity of services from critical vendors and supply chains.
- Conduct comprehensive Root Cause Analysis (RCA) for operational failures to drive continuous improvement.
- Identify and track Key Risk Indicators (KRIs) and Early Warning Indicators (EWIs) for emerging threats.
- Formulate post-crisis recovery plans emphasizing accelerated restoration and organizational learning.
- Address specific risks including cyber security events, data privacy breaches, and ESG-related operational crises.
- Integrate BCM, DR, and Crisis Management into a single, cohesive resilience ecosystem.
- Foster a proactive, risk-aware culture that links personal conduct to overall organizational stability.

Target Audience

- Operational Risk Managers/Specialists
- Heads of Business Continuity Management (BCM)
- Chief Operating Officers (COO) and Senior Operations Leaders
- Enterprise Risk Management (ERM) Professionals
- Compliance and Governance Officers
- Information Security and Cyber Resilience Managers
- Internal Audit Professionals
- Supply Chain and Vendor Risk Managers

Course Modules

Module 1: The New Operational Risk Landscape and Resilience Foundations

- Defining Operational Resilience and Business Continuity (BCM) and Disaster Recovery (DR).
- Basel Principles and regulatory expectations for Operational Risk Management (ORM).
- Mapping Critical Business Services and setting Impact Tolerances for Disruption.
- The interconnected nature of Cyber, Third-Party, and Conduct Risk.
- Case Study: The Global Cyber Extortion Event.

Module 2: Crisis Leadership and Decision-Making

- Establishing the Crisis Command Structure
- Real-time information gathering and rapid intelligence triage during an event.
- Structured decision models.
- The role of the leader in maintaining team composure and setting clear objectives.
- Case Study: The Rogue Trader Incident.

Module 3: Incident Response and Crisis Activation

- Developing and testing a robust Crisis Activation Protocol.
- The triage and containment phases of a severe operational failure.
- Implementing technical and non-technical mitigation strategies
- Integrating Early Warning Indicators and Key Control Indicators into the response.
- Case Study: The Payment Systems Failure.

Module 4: Strategic Crisis Communication

- Developing a transparent and timely communication strategy for different stakeholders
- Managing the narrative, fighting misinformation, and protecting brand reputation.
- Preparing for media scrutiny and conducting effective press statements and interviews.

- Internal communication: maintaining morale and providing clear direction.
- Case Study: The Product Recall Crisis.

Module 5: Third-Party and Supply Chain Resilience

- Identifying and mapping Tier 1 and Tier 2 vendor dependencies for critical services.
- Implementing contractual resilience clauses and service-level agreements for crisis scenarios.
- Strategies for rapid vendor replacement or manual bypass during a critical third-party failure.
- Governance and monitoring of Fourth-Party Risk exposure.
- Case Study: The Supply Chain Blockage.

Module 6: Post-Crisis Recovery and Organisational Learning

- The transition from Response to Recovery phase and restoring normal operations.
- Conducting Root Cause Analysis and developing effective corrective action plans.
- The After-Action Review.
- Integrating new insights into the Risk and Control Self-Assessment process.
- Case Study: The Data Center Fire.

Module 7: Scenario-Based Planning and Simulation

- Designing Severe but Plausible crisis scenarios
- Methods for Tabletop Exercises and full-scale Simulation Training.
- Developing Behavioral Metrics to evaluate CMT performance under stress.
- Techniques for injects and managing escalating crisis complexity during simulations.
- Case Study: The Digital Transformation Failure.

Module 8: The Future of Operational Risk and Crisis Response

- The impact of AI, Machine Learning, and Hyper-Automation on risk identification and control.
- Integrating ESG Risks into the operational risk framework.
- Future regulatory trends focusing on Operational Resilience Metrics and reporting.
- Strategies for talent management.
- Case Study: The AI-Driven Compliance Error.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@datastatresearch.org or call +254724527104

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 DATASTAT CONSULTANCY LTD account, as indicated in the invoice so as to enable us prepare better for you.

Certification & Learning Methodology

- Hands-on practical delivery with real-world datasets, case studies, and lab exercises.
- Post-training mentorship, access to class resources, and customized follow-up support.
- Participants who successfully complete the course receive an accredited Datastat Certificate of Completion.

How to Enroll & Reserve Your Seat

1. Online Registration: Visit https://datastatresearch.org/courses/crisis-response-for-operational-risk-managers-training-course to register online.
2. Email Booking: Send participant details to training@datastatresearch.org for official invoice & reservation.
3. Support & Assistance: Inquire via phone +254 724 527 104 | +254 734 969 612.