

INCIDENT MANAGEMENT – SINGLE DAY TRAINING – SILVER / INCIDENT MANAGER

Each session will deliver the following training outcomes –

OUTCOME 1 – Contextual setting – Importance of People & Planning

OUTCOME 2 – Individual introspective leadership profile & development exercise

OUTCOME 3 – Leadership

- Golemans' theory of leadership as an 'array of golf clubs'
- Leadership approaches
- Action Centred Leadership

OUTCOME 4 – Establishing command & control

- IIMRAC briefing tool
- Delivering effective Incident Management Team meetings
- Information handling
- Probing question & active listening techniques
- Emotional intelligence

OUTCOME 5 – Decision Making

- Confirming your own decision making style – strengths & weaknesses
- Converting the Rational Decision Making Model to the incident environment and a Recognition Primed approach

OUTCOME 6 – Logging & recording key decisions

- Roles & responsibilities of a loggist
- Requirements for a key decision log
- How to record key decisions

OUTCOME 7 – Summarising key components of Outcomes 2-6 within an interactive series of discussions around a 'real' incident within the petro-chemical industry.

Attendees to the course will be provided with a memory stick containing supporting material for each of the listed outcomes and a completion certificate.