



## UK & global utility company Training Delivery – August 2013-2015

### Training Module – 3 hour training inject – Establishing Effective Command & Control in a Crisis

In August 2013 FIOR were approached by the Business Continuity management of a global utility company to develop and deliver a 3 hour training session to staff across Scotland and the north of England.

Training materials utilised eg Powerpoint was co-branded with FIOR and the organisations own logo. FIOR retains the intellectual rights to the training content.

#### Training Outcomes of the developed module:

Staff attending the training module will in the context of the demanding environment of a critical incident -

- > Refresh their understanding, and the requirements, of the organisational Policy and Principles pertaining to Business Continuity and in particular the organisational Operational Recovery Plan;
- > Improve their understanding and delivery of effective command and control tools and tradecraft;
- > Develop their approach to problem solving and decision making;
- > Improve current skill possession, or learn new approaches, in the

context of communication both internally within the Incident Recovery Team and externally and;

- > Be offered the opportunity to discuss and develop solutions to matters of concern within the arena of Incident Recovery.

The training content utilised an interactive approach and also an increased experiential building on the past real life incidents.

Since August 2013 FIOR have delivered numerous training injects as described above to engineering and operational staff across a range of power stations in Scotland and the north of England in addition to the retail and marketing staff located across the central belt of Scotland. The feedback from staff attending the training module has been excellent.

#### Training Content – 3 Establishing Effective Command & Control Module

##### OPENING - SESSION CONTEXT

- > Policy & Principles reference
- > People focus

##### CREATING EFFECTIVE COMMAND AND CONTROL

- > Difference between manager & leader
- > Spans of command & sub-commands
- > Establishing command - being the leader
- > Initial team meeting - agenda, briefing, IIMRAC
- > Probing questions, active listening, emotional intelligence, & assertive communications

##### DECISION MAKING PROBLEM SOLVING

- > Differences between normal working environment and an incident
- > Approach to problem solving / decision making in an incident - recognition primed
- > Justifying decisions - contemporaneous notes - why and how
- > Recording key decisions

##### WASH UP

- > Plenary
- > Multi-choice test
- > Training record

If you would like further information contact us on:

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