GAQM®

Global Association for Quality Management

Certified Risk and Crisis Manager (CRCM)®

Course Outline & Module Information

What Modules are covered?

Module 1 – Risk Management

1) Understanding risk
2) Risk management activities
3) Assessing risk
4) Responding to risks
5) Resourcing controls
6) Reaction planning
7) Reporting and monitoring
8) Reviewing and evaluating the framework

Module 2 – Crisis Management

1) What is crisis management?
2) Training leaders and staff
3) Conducting the crisis audit
4) Performing a risk level analysis
5) Developing a response process
6) Consulting with the experts
7) Incident management techniques
8) Working through the issues
9) Establishing an emergency operations center
10) Building business continuity and recovery
11) Recovering and moving on
12) Practice opportunities

What will you learn from the E-Course?

1) Define risk and risk management
2) Describe the COSO ERM cube and ISO 31000
3) Establish a risk management context
4) Describe the 7 R.s and 4 T.s that form the framework of risk management activities
5) Design and complete a basic risk assessment
6) Determine the appropriate response to risks and create a plan for those responses
7) Describe the key components of reporting, monitoring, and evaluation of a risk management program
8) Understanding risk
9) Risk management activities
10) Assessing risk
11) Responding to risks
12) Resourcing controls
13) Reaction planning
14) Reporting and monitoring
15) Reviewing and evaluating the framework
16) What is crisis management?
17) Training leaders and staff
18) Conducting the crisis audit
19) Performing a risk level analysis
20) Developing a response process
21) Consulting with the experts
22) Incident management techniques
23) Working through the issues
24) Establishing an emergency operations center
25) Building business continuity and recovery
26) Recovering and moving on
27) Plenty of case studies and practice opportunities
28) Assign people to an appropriate crisis team role
29) Conduct a crisis audit
30) Establish the means for business continuity
31) Determine how to manage incidents
32) Help your team recover from a crisis
33) How to apply the process

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