



Courses & Seminars

Course topics and workshops offered by HZX Business Continuity Planning are customizable to the receiving audience and their specific needs. For example, each topic could be modified to suit a finance, manufacturing, human resources, or research and development audience based on our broad global experience with different industries. We understand that emergency response, incident escalation, crisis communications and business continuity needs vary from industry to industry and may be based on the size of your company or organization.

We can deliver to suit your needs and budget. Web-based presentations or simple audio conferences can be customized to suit your audience availability, time schedules, or requirements. Interactive plan development can also be built into the customized course on an as needed basis with tools and templates to help deliver the needed deliverables.

Topics can be delivered in English and French, and can be facilitated with your own team for other countries and languages. We have considerable international experience and are familiar with other cultures.

Any of these topics can be offered as:

- One hour presentation (45 minutes presentation plus 15 minutes Q&A)
- One and a half to two hour interactive presentation (more time for real life lessons learned and interaction, advice, and shared professional experience to the attending team)
- One to two day seminar covering the topic in-depth and specially customized to provide much more detailed training and education in the topic and to meet your company or organization's deliverable

Contact us to discuss how we can accommodate your training needs, budget allowance, and your audience.



Best Practices in Emergency Response

Understand the components of a reliable Emergency Response Plan, covering terminology, role definition, process and preparations. This course offering will enable you to develop a solid understanding and tactic to complete your Emergency Planning.

Best Practices in Business Continuity Planning (BCP)

Whether a category 5 hurricane or power disruption caused by a backhoe in the parking lot, it is critical to have a structured approach to building the business continuity plan and to put the plan into effect. This presentation details how to implement a business continuity planning program to physically protect all your resources (human, technological, and physical) and sensitive information in the event of a crisis.

- Best practices in business continuity planning
- Plan development challenges and issues
- Understanding what is needed to develop and implement business continuity in your organization
- Identifying in advance the “critical” employees necessary to maintain basic business continuity
- Example plan content and structure
- Alternative workspaces and plan strategies
- How to sustain business continuity and keep plans current

Benchmarking and Testing the Emergency Response Plan

Much has been written about emergency preparedness and emergency response plans. How can you be sure that your organization is truly ready to face a disaster and emergency? The importance of regular testing, practice and drills to ensure that every eventuality has been taken into account cannot be emphasized enough. How well do people understand the interdependencies of everyone’s actions within the company? Do you understand the differences and relationships between Emergency Response and Business Continuity?

This discussion details the practical steps to ensure your emergency response plan is well designed to your organization’s needs.

- Providing a framework for emergency response
- Critical decision-making techniques in times of panic and hysteria
- Incident command and control
- Checklists: a simple list or lifeline?
- Using regular training to familiarize employees with their scope of responsibility
- Planning and evaluating the test
- Measuring your readiness



Developing an Effective Incident Response Plan

Once an incident has occurred, it is imperative to act quickly to protect corporate assets, including human resources, as well as physical and technological. Whether dealing with a brief business interruption or a worst-case scenario, having an effective incident response plan in place may determine the future of your employees, your business and your assets.

- Developing an incident detection and preliminary assessment approach
- Developing a quick coordinated response to an emergency
- Leadership skills in a crisis situation
- Crisis communications audiences and messages
- Alerting the board and executive management early
- Developing appropriate escalation triggers, thresholds and pathways
- Assigning responsibilities and specifying routine procedures in the event of an incident
- Managing the team during an incident

Successful Business Continuity Plan Exercises

This presentation will zero in on how to plan, develop, run, and evaluate BCP tests. HZX Business Continuity Planning has conducted as many as 2 - 4 BCP exercises around the globe on a monthly basis for one of their key customers, and company principal, Ann Wyganowski has overseen over 100 tests. A very structured approach to developing and managing the exercises is followed. In this presentation we will talk about the steps needed for:

- Exercise development and preparation
- Exercise timeline development (balancing participant involvement with carrying on day to day business activities)
- Ensuring the right people are committed and involved
- Managing participant expectations
- Conducting believable exercises
- Evaluating participant actions during the test (real life experiences)
- Carrying through lessons learned reviews
- Post test follow ups



Planning and Conducting Infectious Disease BCP Exercises

Every continuity professional strives to improve their plans as new risks emerge. How do you know if your plan to face a global pandemic or infectious disease will really work? This presentation will explore necessary components of effective planning and effective BCP exercise for infectious disease outbreaks. Learn from a BCP professional with global hands on experience in pandemic and infectious disease plan development, deployment and testing.

Presentation content will include:

- Key elements that should be included in a BCP for infectious disease
- Global considerations and risks that should be considered in the planning stage
- Who should be involved in the exercise
- Development of an effective and realistic test scenario
- What evaluation criteria should be used
- Lessons learned from infectious exercises conducted in various global locations

Leadership Skills for Emergencies, Crisis, & BCP

Management of your emergency response and business continuity teams takes a special skills set, rarely exercised by the senior manager except during a crisis. This presentation and discussion examines how the executive should evaluate the situation, make split second decisions, and lead their support team to an effective, organized response to a disruptive situation. Topics covered include:

- Why leadership in a crisis is different from normal day to day management
- Why fast decision making is critical during a crisis
- Managing crisis communications during the event
- How decision making is evaluated following the event
- Examples of good and bad decision making that either inspired the crisis management team or caused them to fail
- How to lead and manage incident command meetings



How Healthy is your BCP? Planning for a Pandemic

Every continuity professional strives to improve their plans as new risks emerge. How well prepared is your plan to face a global pandemic or infectious disease? Does your Human Resources team understand their key role in such an incident? This presentation explores necessary components of effective planning for infectious disease outbreaks. Learn from a BCP professional with hands on experience in pandemic and infectious disease plan development and deployment.

Topics include:

- What should be the scope and purpose of my BCP for infectious disease?
- Who needs to be involved in the planning effort?
- How can we identify risks and issues that may impact our existing plan?
- How much can we plan for in advance?
- What strategies can we use to improve our plans?
- When do we activate our plan?
- What kind of exercises can we do to prepare?

What is a Pandemic? Why should I prepare?

The health authorities all tell us we are long overdue for a pandemic and we need to prepare. How well prepared is your family to face a global pandemic or infectious disease outbreak? Do you understand what might happen during one? This presentation helps you understand how the disease spreads, and what steps you can take to protect yourself and your family. Learn from a BCP professional with hands on experience in pandemic and infectious disease planning. The presentation will include handouts and checklists to help you get ready.

Topics include:

- How well prepared is the general public?
- What are pandemics and why should I prepare?
- How does the virus spread?
- What should I expect to happen?
- What can I do to prepare myself & my family?
- What is Business Continuity Planning (BCP) for pandemics?
- Q & A session