Garnet
Garnet Global Training Center

GGT-SD-122

Security & Emergency Management

Emergency Operations Centre Management

إدارة مراكز عمليات الطوارئ

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (management)**

Overview

This program treats Emergency Operations Centre Management as a managed system: policies, roles, resources, performance indicators and continual improvement. Protect people, assets and operations, and recover quickly when things go wrong. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Set up and run Emergency Operations Centre Management as a managed process with clear roles.
- Define KPIs and build simple dashboards for management.
- Control risk, quality and compliance in this area.
- Lead improvement projects and measure their benefit.
- Report clearly to senior management and stakeholders.

Who should attend

Security managers, emergency planners, business continuity and risk professionals. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Threat and vulnerability assessment
- Physical security design
- Incident command
- Business continuity
- Exercises and drills
- Investigations

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

WhatsApp: +971 56 674 7382

Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Emergency Operations Centre Management: the management framework

- Exercises and drills
- Group discussion and peer review

Day 2 Planning, resources and budgets

- Investigations
- Threat and vulnerability assessment

Day 3 Performance measurement and control

- Physical security design
- Measurement and reporting

Day 4 Risk, compliance and improvement

- Incident command
- Hands-on workshop on a workplace challenge

Day 5 Management case study and action plan

- Business continuity
- Common mistakes and how to avoid them

10-day outline

Day 1 Emergency Operations Centre Management: the management framework

- Exercises and drills
- Group discussion and peer review

Day 2 Planning, resources and budgets

- Investigations
- Threat and vulnerability assessment

Day 3 Performance measurement and control

- Physical security design
- Measurement and reporting

Day 4 Risk, compliance and improvement

- Incident command
- Hands-on workshop on a workplace challenge

Day 5 Management case study and action plan

- Business continuity
- Common mistakes and how to avoid them

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Regional and international case studies

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Checklists and templates to take away

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
15–19 Feb 2027	5-day classroom	Vienna	English	4,750
5–9 Jul 2027	5-day online	Live online	Arabic	2,950
19–30 Sep 2027	10-day classroom	Cairo	Arabic	8,950
6–10 Dec 2027	5-day classroom	Istanbul	English	4,750
13–17 Feb 2028	5-day classroom	Amman	English	4,750
6–17 Mar 2028	10-day classroom	Abu Dhabi	English	8,950
5–16 Jun 2028	10-day online	Live online	Arabic	5,450
21–25 Aug 2028	5-day classroom	Amsterdam	English	4,750
11–15 Jun 2029	5-day classroom	Paris	English	4,750

Dates	Format	City	Language	Fee (USD)
9–13 Jul 2029	5-day online	Live online	English	2,950
11–22 Nov 2029	10-day classroom	Cairo	Arabic	8,950
2–6 Dec 2029	5-day classroom	Riyadh	Arabic	4,750
10–14 Jun 2030	5-day classroom	Abu Dhabi	English	4,750
12–23 Aug 2030	10-day online	Live online	Arabic	5,450
9–20 Sep 2030	10-day classroom	Dubai	English	8,950
11–15 Nov 2030	5-day classroom	Vienna	English	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/