

# Emergency response and crisis management with Kevin O'Donnell, PM session

Venue: English UK, 219 St John Street, London, EC1V 4LY  
 Date: Thursday 14 December 2017  
 Timings: Registration from: 13:40 | start time: 14:00 | end time (approx.): 17:00  
 Price: Members £75, non-members £120  
 Format: Interactive session that involves all participants

## Why attend this training day?

Your approach to handling a crisis has a big impact on the safety of your staff, customers, and on the reputation of your organisation. Nonetheless, ELT providers often don't have emergency procedures in place. Adrenaline kicks in during emergency situations, making clear thinking more difficult. Having an emergency procedure framework in place puts you in a better position to safeguard your staff and customers and gives your organisation a better chance of survival. This training session helps you understand how to respond to emergency situations to enact your duty of care and comply with Accreditation UK safeguarding criteria.

## Learning outcomes

Trainees will be able to understand how to reduce risk, will understand the types of crises they might face and how to coordinate a response. Trainees will understand how to set up a crisis control centre and how to deal with the media. Practical scenario-based training using ELT-specific emergencies will better prepare trainees to safeguard their customers and colleagues, minimise the impact of crises on everyday operations and to mitigate potentially harmful long-term business impacts.

## About the trainer



**Kevin O'Donnell** has worked with accredited providers since 2009, managing year-round junior courses in Scotland and seasonal summer centres and adult training centres in London. He is a voting member of the Accreditation Scheme Advisory Committee and a safeguarding trainer and audit consultant with English UK. Additionally, he is the welfare officer for Putney Town Rowing Club. Kevin really realised the importance of having crisis management procedures in place while managing a summer centre with over 200 children during the London riots.

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