



MANAGEMENT of SAFETY & SECURITY TRAINING COURSE

With Crisis Management Training

KABUL Sunday 28th February - Thursday 4th March 2010

This document contains the following information:

- Time and place of training
- Course narrative
- Objectives
- Course content - Outline
- Session objectives
- Course costs
- Armadillo staff contact details

RESERVATIONS – contact safe@armadilloatlarge.com

February 28th - March 4th: ANSO Offices House 338, Street 6, Qalai Fatullah/Taimani Road (near Cabul Coffee), Kabul.

TIMINGS: Daily start at 0900, complete by 1700

Arrive before 0830 on day one to allow time for registration/introductions

Course Narrative

To have responsibility for security within an organisation requires that you properly and fully understand how to gauge risk and create a plan that will help your agency minimise its vulnerability. It is also critical that you and your organisation can respond effectively and quickly to crises, with a known and understood crisis management plan. This course is designed to do that by working with both established and innovative tools and techniques for managing staff safety. It aims to take away the mystery of creating real, simple, and effective security plans as part of everyday working life.

Participants will develop a strong grasp of the whole of security planning and preparation through practice and demonstration, taking away an improved understanding of how to incorporate good security practice into good programming, and to be more able to achieve the sustainable change that you want.



Objectives

- To develop a deeper understanding of the Security Management Framework as a living and multi dimensional tool that can be used to maintain ongoing security planning in the organisation, at every level
- To demonstrate how security tools can be used effectively in everyday work to support improved security and safety
- To encourage and facilitate appropriate information sharing in the humanitarian community in support of improved security
- To know how to create a security plan and maintain security planning in support of work
- To practice creating standard operating procedures and contingency plans, including an exercise on hibernation, relocation and evacuation
- To know how to use situational awareness knowledge to avoid threats and minimise risk
- Understanding staff as a source of potential risk and reducing that risk
- To understand the importance of selecting the right office and guesthouse from a security and safety perspective. Making such buildings safer.
- To understand the types and causes of stress so that you can mitigate likelihood and impact of what is at the source of many security and management incidents
- To know how to use good communication techniques to manage and minimise conflict and aggression
- To understand and be able to use some principles of change management to help ensure that you can mainstream recognised improvements in your organisations management and programming

Course Contents – Outline

- The security management framework – how it can really work for you
- Context, why it matters, how to use it
- Understanding Risk
- Managing Risk - tools and techniques
- Making a security strategy have meaning
- Situational Awareness
- Creating the security plan from prevention through to reaction and contingency
- Use trip planning as an example standard operating procedure
- Hibernation/Relocation/Evacuation exercise
- Incident reporting and analysis – making it work, knowing how to use it
- Office and guest house selection and improvement
- Staff management, the security perspective



- Communication 1 – Managing and reducing aggression and conflict
- Communication 2 – Successfully leading organisational change
- Action prioritisation & planning – making it real
- Crisis Management Training and Simulation

Session Objectives

Structure of a Security Plan

- To understand the structure of a security plan
- To be able to create a security plan template and know what goes into it and why

Security Management: Who are We, Values and Mission, Context Analysis

- Using the Security Management Framework as a management tool
- To gain a deeper insight into the process and the linkages between each section

Security Management Risk, Threat and Vulnerability, Situational Awareness, Security Strategies and planning for security

- To be able to manage risk with purpose
- To be predictive as well as reactive to threats
- To be able to set and maintain a security strategy that is appropriate to you
- To know the difference between a Plan and Planning

Staff Management

- To understand staff as a source of threat
- To be able to mitigate and manage those threats

Actor Mapping and Vulnerability Matrix (Student Exercises)

- Turning information into working knowledge
- To be able to get the right information and turn it into working knowledge

Standard Operating Procedures, including Trip Planning Exercise

- To know what an SOP is and how to select what to have an SOP for and how to put it into a Security Plan
- To practice doing so

Contingency Planning and Crisis response, including Hibernation, Evacuation, Relocation Exercise

- To know what a Contingency Plan is and how to select what to have a Contingency Plan for and how to put it into a Security Plan
- To practice doing so



Safety Hazards

- To consider safety hazards in the same way that we approach security so that you can effectively mitigate risk
- Includes fire and natural disaster

Incident reporting, analysis and mapping Inter and Intra Agency Reporting.

- To understand Incident Reporting as a vital and integral part of the SMF process
- To appreciate that absolute honesty and diligence are key
- To know how to put together Incident Reports and to make them work for you
- To understand that information sharing between agencies can significantly reduce unnecessary exposure and mistakes

Change and 'sponsorship' management

- Learn techniques that will help you bring about sustainable change in your organisation

Office and Compound Selection and Preparation

- Know the factors affecting good office and accommodation selection
- Be able to prepare or improve an office or accommodation facility

Angel of Mostar: a case study & presentation

- Exercise examining the techniques of delivering Humanitarian Aid in an insecure environment.

Angel of Mostar: Presentation

- Confirmation of knowledge and understanding of the SMF

Crisis Management Training and Simulation

- To understand the nature of a crisis and how to respond
- Learn crisis response rules and how to structure your team
- Roles and responsibilities in a crisis
- Long simulation to consolidate and practice learning

Exercise Cloud Cuckoo

- To put the learning into perspective and visualise what good looks like
- To challenge and think deeply on what matters and why

Exercise Textura Web

- Prioritisation
- Action planning



Costs

All course costs are below, with 10, 20 and 30% reductions for 2nd, 3rd, and 4th participants from each organisation. Contact us for larger bookings.

| | Cost in \$USD | | | |
|---|---------------|-------|-------|-------|
| Course Name | for 1 | for 2 | for 3 | for 4 |
| Management of safety & security with Crisis Mgt | 1570 | 2983 | 4239 | 5652 |

RESERVATIONS – contact safe@armadilloatlarge.com

Further discounts are available for poorly funded and national NGOs - apply for details
Funded agencies are requested not to apply for these bursaries.

Armadillo Contact Details

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