



ATRISC



Catalogue

In-house training
programmes 2025

AN OFFER TAILORED TO YOUR ORGANISATION

This catalogue presents several standard in-house training programmes, designed to serve as a basis for fully customisable sessions.

These programmes have been developed to cover key topics such as crisis management, security, sensitive communication and business continuity, adapting to the specific needs of each company.

Each programme is modular and has no fixed price or date, as it is intended to be co-designed with you, according to your constraints, objectives and the specific features of your organisation.

Please note: all the training courses offered as open (inter-company) sessions in our online catalogue can also be adapted to an in-house format, with the same level of customisation.

Our team is also committed to making its training courses accessible and inclusive for all participants wherever possible (depending on the training venue).

Contact us:

We would be delighted to discuss your needs and create a tailor-made training course, perfectly aligned with your requirements.

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Contents

1. Management & safety culture

Training courses designed to strengthen managerial leadership in the face of safety and security challenges.

- On-call manager duties training

2. Crisis management & emergency situations

Understand, anticipate, manage and communicate effectively during crises or complex events.

- Managing emergency and complex situations
- Crisis communication

3. Exercises & simulations

Prepare and test your response arrangements through realistic scenarios, in a safe learning environment.

- Emergency response plan (POI) or crisis exercise

Management & safety culture

Training:

ON-CALL MANAGER DUTIES



In person



On-call coordinators
/ officers



2 days



At your
premises



On
quotation

Satisfaction score: 8.8/10

Prerequisites: at least 6 to 12 months of on-call experience

Learning objectives:

By the end of the training, participants will be able to:

- identify levers to counter the risk of individual / collective error in complex situations
- identify the levers used by high-reliability organisations and recognise those to deploy (individually and collectively) during on-call situations
- develop their ability to manage, lead and make decisions in a complex and urgent environment
- identify the risks of error and adjust their behaviour accordingly
- collaborate and mobilise the team in urgent and complex situations.

Training content:

Day 1:

- Expectations, training schedule, learning contract
- Our individual difficulties, the notions of bias and human error: "Me? Make a mistake?"
- Gaps in collective functioning: "we are stronger together"
- "Our views of the world are different"
- Stress and emotions
- Metacognition

Management & safety culture

Day 2:

- Set-up
- Structuring collaborative work in emergency situations:
 - role play 1
 - debriefing and takeaways
- Structuring collaborative emergency work: role play
 - role play 2: specific scenario
 - debriefing and takeaways
- Organisational reliability
 - Input on organisational reliability, reflections on collective functioning
 - Key points: principles, interactions, the manager's stance
- Application
 - In pairs: build collective and individual objectives for simulation exercises
 - The postcard: each participant sets an individual objective and writes it on a postcard. The card is entrusted to the trainer.
- Summary and evaluation.

Training organisation:

Training team

- All ATRISC trainers have hands-on experience of risk, crisis, safety or emergency situations. Recognised educators, the company also delivers in-house training.

Teaching and technical resources

- Projected training materials
- Use of an immersive VR headset
- Participants welcomed in a dedicated training room

Monitoring and evaluation of training outcomes

- Attendance sheets
- End-of-course feedback questionnaire
- Follow-up questionnaire

Crisis management & emergency situations

Training:

CRISIS & EMERGENCY MANAGEMENT



In person



10-12 people



7 hrs (1 day)



At your
premises



On
quotation

Satisfaction score: 9/10

Prerequisites: none

Learning objectives:

By the end of the training, learners will be able to:

- identify everyone's roles and functions in emergency and crisis situations, and take up their own role
- detect the cognitive biases associated with emergency and complex situations
- **Foster collective intelligence to achieve a rapid exit from the crisis and reduce its impact**
- Implement a crisis management method
- Grasp the fundamentals of crisis communication
- Develop effective crisis communication.

Training content:

The fundamentals of crisis management

- Definition and characteristics: company, emergency, stakes – the management of critical situations is explored with a focus on human and organisational factors
- Decision-making process and organisational reliability: the importance of decision-making processes and information management for greater effectiveness
- Collaboration and communication: improving interactions and communication within crisis teams to maximise effectiveness.

Crisis management & emergency situations

Methods and tools

- **Teaching and methodology: discovering best practices and the essential methods and tools**
- Preparing for and handling media requests: understanding how the media work, preparing messages and writing press releases

Simulation exercises

- Use of practical exercises and role play to simulate crisis situations and support learning.

Training organisation:

Training team

- All ATRISC trainers have hands-on experience of risk, crisis or emergency situations. Recognised educators, the company also delivers in-house training.

Teaching and technical resources

- **Projected training materials**
- Methods input and practical exercises
- Real-life case studies / Simulation exercises
- Active participation of learners
- Training handbook.
- Learners welcomed in a dedicated training room

Monitoring and evaluation of training outcomes

- **Attendance sheets**
- End-of-course feedback questionnaire
- Follow-up questionnaire
- Follow-up debriefing with the client.

Crisis management & emergency situations

Training:

CRISIS COMMUNICATION



In person



Anyone in charge of communication within a crisis unit in your company



2 days



At your premises



On quotation

Satisfaction score: 9.4/10

Prerequisites: be involved in your company's crisis management set-up

Learning objectives:

By the end of the training, learners will be able to:

- Describe the key principles of crisis management and identify everyone's roles and functions
- Identify the challenges of communicating in a crisis situation
- Assess the potential for a media crisis and its impact on public opinion
- Develop effective crisis communication
- Put in place a communication strategy and roll it out.

Crisis management & emergency situations

Training content:

- Making interactions reliable in an emergency: preparing for and handling media requests.
- How the media work: understanding the specific features of the different types of media (telephone, radio, online).
- Preparing for the interview: setting objectives, preparing the message and the press release.
- Role play and simulations: building and delivering key messages, managing crisis situations.
- Offline and online media in a crisis: communication strategies and message wording.
- The importance of integrated communication: the crucial role of communication in crisis management.
- What makes a good spokesperson: required skills and the right stance to adopt.
- Practical exercises, role play and simulation: simulated accidents or crises, handling media responses and building key messages.
- Learners welcomed in a dedicated training room.

Training organisation:

Training team

- All ATRISC trainers have hands-on experience of risk, crisis or emergency situations. Recognised educators, the company also delivers in-house training.

Teaching and technical resources

- **Projected training materials**
- Methods input and practical exercises
- Real-life case studies / Simulation exercises
- Active participation of learners

Monitoring and evaluation of training outcomes

- **Attendance sheets**
- End-of-course feedback questionnaire
- Follow-up questionnaire

Exercises & simulations

Training:

POI OR CRISIS EXERCISE



This training session takes place in 3 stages: the briefing, the simulation and the debriefing.



In person



First-response or crisis team
members



4 hours



At your premises



On quotation

Satisfaction score: 8.3/10

Prerequisites:

- Be part of your company's POI (emergency response plan) or crisis set-up
- Be familiar with the internal arrangements.

Learning objectives:

By the end of the training, learners will be able to:

- Apply working methods suited to emergency and/or crisis situations
- Work as a team to manage emergency and/or crisis situations

Training content:

- Typical structure of a simulation exercise:
 - Briefing: the learning objective, the players, the ground rules, the context
 - "Role play": the simulation itself, with players acting in real time
 - Immediate group debriefing: review of the role play, linking what was learned to the stated learning objectives, setting improvement goals
 - Individual debriefing: one-to-one discussion based on a self-assessment grid for specific roles.

Exercises & simulations

Training organisation:

Training team

- Exercise Director (DIREX)
- Facilitation team
- All ATRISC trainers have hands-on experience of risk, crisis or emergency situations. Recognised educators, they also deliver in-house training.

Teaching and technical resources

- **Trainees welcomed in a dedicated training room.**
- **Projected training materials.**

Monitoring and evaluation of training outcomes

- **Attendance sheets.**
- Simulation exercises.
- End-of-course feedback questionnaire.
- Follow-up questionnaire.