# Incident Crisis Response Communication Skills

Corporate Communications

## Course Overview

Incident Crisis Response Communication Skills: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live online.

## What You Will Achieve

- Explain the core principles and current good practice in Incident Crisis Response Communication Skills
- Apply practical tools and techniques for Incident Crisis Response Communication Skills in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Incident Crisis Response Communication Skills in practice
- Build a personal action plan to implement what you have learned

## Who Should Attend

Marketing, communications, PR and sales professionals, and managers responsible for brand, reputation or revenue growth.

## Course Outline

1. Setting the scene: Incident Crisis Response Communication Skills in today's organisation
2. Key concepts and the language of Incident Crisis Response Communication Skills
3. Frameworks and good practice that deliver results
4. Hands-on application: workshop exercises and cases
5. Problem-solving clinic: participants' real challenges
6. Integrating Incident Crisis Response Communication Skills with day-to-day operations
7. Reporting, metrics and demonstrating value
8. Action planning: your first 90 days after the course

## Upcoming Dates and Fees

| DATES | VENUE | FEE (PER DELEGATE) |
|---|---|---|
| 9 to 13 Nov 2026 | Accra | **$1,450** |
| 16 to 20 Nov 2026 | Online | **$700** |
| 23 to 27 Nov 2026 | Johannesburg | **$1,550** |
| 30 Nov to 4 Dec 2026 | Durban | **$1,650** |

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.