

# HANDLING AND RESOLUTION OF MAJOR INCIDENTS

SIMULATION

## When did your organization last run a realistic exercise?

In the world of sports there is evidence that matches and competitions only create marginal improvements. Real improvements are achieved on the training course under realistic conditions. Do you think it's different for handling major incidents? Achieve significant improvements by means of simulation exercises in a realistic, however controlled, safe-to-fail environment. The result is consistent handling, quick resolution of major incidents and a good starting point for the subsequent preventive effort.

### What you can expect

- Highly engaging simulation-based training solution
- Minimum theory - maximum application
- Digital scenarios based on real-world major incidents
- Recognizable improvements in daily routine right after attending
- Improved collaboration and a common approach to major incident solving in complex, technical environments



### Practical information

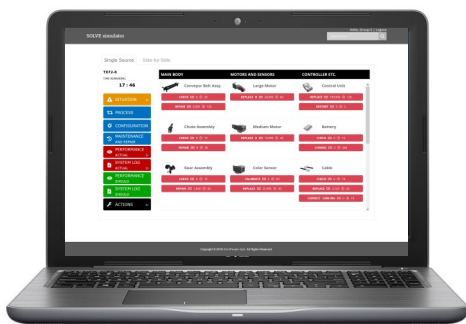
**Target audience:** Managers and employees involved in handling and solving major incidents in complex technical environments.

**Key skills trained:** Symptom description, facts gathering, possible cause evaluation, taking actions which are fast, safe and likely to be successful, structured documentation, and communication which creates confidence in actions.

**Duration:** 1 day

**Prerequisite:** None

**Format:** Simulation-based training, classroom or remote delivery, practical teamwork



**Morning** Discovery scenario to illustrate the challenges of solving major incidents under time pressure and pressure from management.

Introduction to the 4 fundamental steps of solving technical issues.

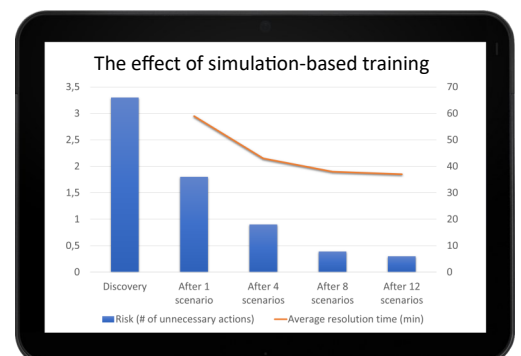
Symptom description - the key to fast and focused resolution.

Facts gathering and structuring.

Possible cause generation and actions.

Communication to management and clients.

**Afternoon** Repetitive enforcement of concepts by a series of scenarios where task forces are required to manage and solve major incidents - focusing on teamwork, a common structured approach, and quality of information at handover to the subsequent preventive effort.



**OUR SIMULATORS ARE FOR TECHNICAL STAFF AND MANAGERS**

**WHAT THE FLIGHT SIMULATORS ARE FOR PILOTS**