



# Humanitarian Crisis Management and Emergency Response Training for NGOs



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### Introduction:

Humanitarian Crisis Management and Emergency Response Training for NGOs is a five-day course for humanitarian programme, emergency team and partnership managers, ending with an emergency response plan and first 30-day action plan for a sudden-onset disaster. Many relief organisations enter an emergency with untested contingency plans, slow needs assessment, unclear coordination roles and weak staff care, so assistance arrives late and donor confidence erodes. Participants already manage programmes or response teams at work, and the course is taught through a time-pressured simulation of an unfolding disaster. CoreConcept Training Center delivers this course on principled humanitarian emergency management.

### Course Objectives:

- Apply the humanitarian principles and Core Humanitarian Standard commitments to response decisions made under access, funding and time pressure
- Prepare emergency preparedness and contingency plans with early warning triggers, pre-agreed roles and surge arrangements
- Lead a rapid needs assessment and convert its findings into a prioritised emergency response plan and scale-up decision
- Coordinate with partners, local responders and cluster coordination mechanisms while managing staff security risk, duty of care and welfare
- Secure emergency funding and inform donors through situation reports, information products and accountability to affected people mechanisms
- Plan the transition to early recovery and run an after-action review that feeds organisational learning

### Target Audience:

- Managers responsible for humanitarian programmes that must switch to emergency mode when a disaster strikes
  - Managers leading emergency response or rapid deployment teams in relief organisations
  - Managers responsible for preparedness, contingency planning and early warning in NGOs
  - Managers overseeing staff safety, security and wellbeing in high-risk operating environments
  - Managers responsible for partnerships, grants and donor relations during emergencies
  - Managers in foundations and charitable bodies that fund or deliver disaster response through partners
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## **Course Outline:**

### **Day 1: Humanitarian Emergencies, Principles and Organisational Readiness**

- Sudden-Onset and Protracted Crisis Typology for NGO Response
- Humanity, Impartiality, Neutrality and Independence in Field Dilemmas
- Code of Conduct Principles for Disaster Relief Organisations
- Humanitarian Programme Cycle Stages from Preparedness to Review
- Emergency Readiness Self-Assessment Scorecard for the Organisation

### **Day 2: Humanitarian Standards, Preparedness and Coordination Frameworks**

- Core Humanitarian Standard Nine Commitments in Emergency Decisions
- Sphere Humanitarian Charter and Protection Principles in Response Design
- Contingency Plan Structure with Early Warning Triggers and Scenarios
- Cluster Approach Coordination Mechanisms and NGO Partner Roles
- Surge Roster and Pre-Agreed Partnership Arrangements for Scale-Up

### **Day 3: Needs Assessment, Response Planning and Emergency Funding**

- Rapid Needs Assessment Design with Secondary Data Review
- Sphere WASH, Shelter, Food and Health Standards for Targeting
- Emergency Response Plan Objectives, Caseload and Phasing Matrix
- Scale-Up Decision Criteria with Activation and Stand-Down Thresholds
- Emergency Appeal, Pooled Fund and Donor Proposal Drafting

### **Day 4: Staff Safety, Accountability, Reporting and Recovery Risks**

- Security Risk Assessment Matrix and Duty of Care Obligations
- Staff Welfare, Stress Management and Psychosocial Support Arrangements
- Accountability to Affected People Feedback and Complaints Mechanisms
- Situation Report Format and Information Management Products for Donors
- Early Recovery Transition Criteria and Response Exit Strategy

### **Day 5: Disaster Response Simulation and Emergency Action Plan**

- Cyclone Landfall Simulation with Escalating Field and Donor Injects
  - Simulated Coordination Meeting and Partner Task Allocation Exercise
  - Simulated Situation Report and Donor Briefing Under Deadline
  - After-Action Review Facilitation and Lessons Learned Log
  - Emergency Response Plan and First 30-Day Action Plan Completion
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## Skills You Will Gain:

- Principled Humanitarian Judgement
- Contingency Planning
- Rapid Needs Analysis
- Response Scale-Up Judgement
- Partner and Cluster Coordination
- Security Risk Management
- Humanitarian Reporting
- Learning Review Facilitation

## Why Attend This Course:

- Deliver an emergency response plan and first 30-day action plan to the head of programmes and the emergency management team for approval
- Decide when to declare an emergency, scale up operations and hand over to early recovery using documented triggers
- Avoid delayed assistance, staff harm and donor disputes caused by untested plans and unclear coordination roles
- Brief programme, finance and support colleagues on preparedness triggers, reporting routines and after-action review practice

## Conclusion:

Back at work, the participant gives the head of programmes and the emergency management team an emergency response plan and first 30-day action plan they can use to approve activation, allocate staff and funds and agree partner roles when a sudden-onset disaster strikes. Security, finance and partnership colleagues work from the same triggers, reporting formats and duty of care arrangements. After its first activation or simulation exercise, the organisation should review how quickly the needs assessment was completed, whether situation reports met donor expectations and what the after-action review changed in the contingency plan.

## Frequently Asked Questions FAQ:

### What should participants know before humanitarian crisis management and emergency response training for NGOs?

Participants should already manage programmes, teams or partnerships in a humanitarian or relief organisation and know the project cycle and donor reporting. Prior deployment to an emergency helps but is not required; bringing the organisation's current contingency plan makes the simulation more useful.

## **How does humanitarian crisis management and emergency response training differ from relief logistics or corporate crisis courses?**

It concentrates on principled programme decisions, needs assessment, coordination, staff care, funding and accountability across the response cycle. Relief logistics courses focus on supply chains and warehouses, and corporate crisis courses on executive governance and reputation, so both appear only where they touch NGO response decisions.

## **Why does humanitarian crisis management and emergency response rely on the Core Humanitarian Standard?**

The Core Humanitarian Standard sets nine commitments on quality and accountability to people affected by crisis. Using it as the reference for response decisions gives NGOs a shared test of whether assistance is appropriate, timely, coordinated and answerable to communities and donors.

## **What do participants take back from humanitarian crisis management and emergency response training for NGOs?**

Participants take back an emergency response plan and first 30-day action plan for a simulated sudden-onset disaster, covering activation triggers, needs priorities, coordination roles, security and staff care measures, funding, reporting and an after-action review log. It can be adapted to their own organisation.

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