



## Training is the tipping point for effective response & recovery

Many organizations have invested significant time and money in planning but those plans may have very unrealistic assumptions, like relying on people to arrive or stay at work and operate at a reasonable productivity rate for a certain number of hours. Significant research indicates the following items will dramatically impact their performance and, therefore, an organization's ability to respond and meet its recovery objectives:

- Perceived efficacy of individuals and their leaders to perform the response and recovery tasks required,
- Clarity of role,
- *Perception* of importance of role,
- Understanding of consequences of not performing tasks.



Our training is truly the tipping point between an effective response and recovery and one that simply cannot meet the recovery time objectives. XBRM Training and Education can improve your organization's ability to respond to an incident or event by improving the effectiveness of your resources. In addition to standard curriculum, we also offer specialized training that improves a participant's ability to accurately integrate critical human factors into policies, plans, procedures and exercises. The result is to more effectively reflect and mitigate the impact that negative emotional and behavioral reactions will have on your response and recovery.

We offer a comprehensive curriculum of on-site or web-based instructor led training and web-based eLearning. Courses include workbooks, expert instruction and class certificates. Classes are organized into two basic categories: skill-building (targeted towards responders) and awareness (targeted towards management) training. Instructor led training is available in full-day or half-day versions. We can also provide custom versions of our curriculum that is tailored to meet your organization or group's specific needs and objectives.

DRII (Disaster Recovery Institute International, which is the premier BCP certification board) has approved the XBRM's eLearning programs for 2 Continuing Education Activity Points (CEAPs) each.

Our courses are clustered for specific groups and/or audiences. Examples of clusters we offer are:

- Business Continuity Planners and Managers
- Security Professionals
- Health Professionals and Health Emergency Responders
- Emergency Responders



# XBRM Training and Education

The following is a partial list of courses available today

Course#	Awareness or Skill Builder	Course Name	Half Day	Full Day	E-Learning
HF 101	Awareness	Disaster Psychology 101: Foundations of Disaster Human Factors	Y	Y	
HF 102	Awareness	Behavior-based Emergency Preparedness and Response (BEPR)	Y	Y	Y
HF 105	Skill-Building	Psychological First Aid Responder (PFAR) Training	Y		
HF 106	Skill-Building	Hostility and Rage Management (HARM)	Y		
HF 107	Skill-Building	Telephone Skills in Disasters and Emergencies	Y		Y
HF 108	Awareness	Risk and Crisis Communications	Y		Y
HF 109	Awareness	Key Employee Emergency Preparedness (KEEP)	Y		Y
HF 110	Awareness	Stress Management for Leaders, Planners and Responders	Y		Y



**XBRM**  
EXTREME BEHAVIORAL RISK MANAGEMENT

## A Leader in Business Continuity Management

Extreme Behavioral Risk Management (XBRM), a division of AllSector Technology Group, Inc., is a Professional Services practice specializing in Business and Technology Resiliency including: business continuity management, disaster recovery, emergency management, homeland security services and workplace violence prevention and response. Our services help prepare and support an organization, its decision-makers and first responders by providing Professional Services, Training and Education and TeleCrisis™ Threat and Incident Management software.

Effective Business Resiliency requires effective evaluation and mitigation of risks to business disruption, planning and testing – which many organizations perform. Where some organizations fail, is in recognizing that the key tipping point for success during a response relies on the perceived efficacy of individuals and their leadership. Investment in the efficacy of people through awareness and skill building training and realistic testing are keys to efficient recovery. That investment is the difference in the timely recovery of Business Operations as well as your brand/reputation, customer loyalty and retention.

Our portfolio of products and services employ a NIMS-compliant all-hazards model and address business, technology and the important – and often overlooked – aspect of creating plans that accurately anticipate emotional and behavioral responses of people during response and recovery. Our team includes some of the foremost experts in business continuity management and disaster human factors planning and their work is informed by first-hand experience responding to events and recovering business operations and technology.

XBRM is part of AllSector Technology Group. AllSector is a New York City-based company that provides:

- Technology, Security and Disaster Recovery Consulting and Managed Services; the Managed Services include sophisticated remote monitoring solutions, Help Desk and Field Support services
- Application Software Solutions that include case management software, an administrative portal that integrates back-office functions and TeleCrisis, an application that provides standard protocols and management tools to better support incidents and threats that arrive over the phone.

Visit our website or call for more information on TeleCrisis™  
 Call toll free at 800.280.6606 or E-mail: [info@XBRM.com](mailto:info@XBRM.com)  
[www.XBRM.com](http://www.XBRM.com)