

MCM Launches New Bite-Sized Online Emergency Response Workshops

MCM has long been renowned for its comprehensive range of tailored emergency response consultancy and preparation support, delivered by experts with specific skillsets and experience aligned to the subject matter.

MCM has now expanded its training offer with bite-sized online workshops, which can meet the needs of businesses who find it challenging to have their teams leave the day job behind to attend training.

Accessible to teams anywhere in the world, these 60–90 minute interactive taster sessions build understanding, capability and confidence without taking teams away from their day-to-day roles. Topics successfully developed and delivered include:

- Leading an Emergency Team & Decision Making
- Situational Awareness
- Log Keeping
- Media Awareness
- Stress Awareness

Each session is led by an experienced consultant and can be tailored to client needs, scheduled at any time, and delivered via Teams, or Zoom. Additional modules can be developed on request.

We will price packages to be as cost-effective as possible while meeting learning and development requirements.

This latest initiative from MCM follows the introduction earlier this year of our Critical Incident Support Service. Delivered in partnership with **Health Heros**, we can now offer 24/7 Critical Incident Support and psychological first aid for those directly involved in an incident, and for the people responsible for supporting them, who can also find the experience weighs heavy on them. Clients can subscribe to this service, which can be activated in the same way as our existing suite of 24/7 emergency response services.

Continuing to Lead in Resilience

For 25 years, MCM has been proud to support organisations in their most challenging times. With these new services and enhanced capabilities, MCM remains the partner of choice for building resilience and responding effectively to incidents.

Ends. For enquiries, please, please contact:

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certainty in an uncertain world

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MCM Marks 25 Years of Helping Organisations Stay Resilient with New Critical Incident Support Services and Enhanced Capability

This April, MCM proudly celebrates 25 years since the company's incorporation — a significant milestone reflecting decades of experience in supporting organisations through incidents, crises, and challenges.

From its beginnings in 2000, MCM has grown to become a trusted leader in incident response and crisis communications. As it marks this anniversary, the company announces key new developments to further enhance its client offering.

Given the hundreds of people we have supported after incidents, it is fitting that our anniversary coincides with the UK's **National Mental Health Awareness month**, so there is no better time to launch two new initiatives in this increasingly important area of organisational and personal resilience:

- **Critical Incident Support for affected Personnel**

We have partnered with **Health Heros** to provide Critical Incident Support and psychological first aid for those directly involved in an incident, and for the people responsible for supporting them, who can also find the experience weighs heavy on them. Clients can subscribe to this service, which can be accessed in the same way as our existing suite of 24/7 emergency response services.

- **Stress Awareness Training**

In response to significant interest from our clients, we are launching a new training course which aims to equip Emergency Response Team members with an awareness of stress physiology, team collaboration under pressure, and self-regulation techniques to enhance coordination and decision-making in an incident.

Expansion of our Unique Response Network

To meet increasing demand, we have added new Evacuee Responders to our Teams servicing clients with operations in Scotland's Aberdeenshire and Forth/Tay/Central belt regions, and Media Responders to our Humberside Team.

Upgraded Call Centre Capabilities

MCM has invested in upgrading its specialist 24/7 call centre services, including:

- *Relative Call Centres* – providing dedicated, compassionate support for families and loved ones.
- *Media Call Centres* – managing media enquiries professionally, consistently, and at scale.

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Contact Us

To find out more about how MCM can support your organisation, please contact:

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