

LEADERSHIP IN CRISIS

BEST PRACTICES AND EMERGING TRENDS FOR LEADERSHIP IN CRISIS



Friday 3 June 2016

The University of Melbourne, Australia

Crisis can happen to any organisation at any time.
Is your organisation ready and are YOU prepared to lead it
during its most crucial moments?

History has shown that leaders play a key role in determining how well an organisation will survive and recover from a crisis situation. Whether that crisis is a major operational failure, a natural disaster or a reputational crisis, how well the organisation's leadership handles it and makes the right timely decisions will determine the outcome.

This **International Executive Training** program brings a world-first training curriculum targeted at today's disaster management and public safety professionals. This course has been developed based on 30 years of active service, industry engagement and research by

Bob Jensen - a crisis and risk management leader, and the **Centre for Disaster Management and Public Safety (CDMPS)**.

Established in 2014, **CDMPS** is a research institute of the University of Melbourne that conducts world-class multi-disciplinary research and training on disaster management and public safety. CDMPS research is focused on the themes associated with preparing for, responding to, recovering from, and mitigating against incidents across the all-hazards spectrum of emergency and disaster management and public safety.

More information: <http://www.cdmps.org.au>

Authorised by Prof. Abbas Rajabifard, Director, Centre for Disaster Management and Public Safety, 2016.
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COURSE DESCRIPTION

Course Focus

The course will present areas an organisation's leader and leadership team will need to be aware of and make decisions on as well as ways in which the leader can prepare their organisation for crisis and what they need to do to ensure their organisation survives after crisis.

The course will cover critical leadership actions and decisions for organisational preparedness before a crisis, for response during a crisis and for recovery after a crisis. It will centre on best practices, international lessons learned and emerging trends in crisis management for both the public and private sectors.

The concepts will look at the organisational system as a whole and leadership/management roles within that system.

Topics

- Leadership roles
- Decisions and issues before, during and after a major crisis incident.
- Public and private sector, and large and small organisations comparisons
- International best practices, lessons learned and case studies.

Content

Handouts and additional resource guides will be provided.

WHAT THE COURSE IS NOT

This is not course on "How to be a Leader" but it will present examples of effective leadership as well as some not so effective ones during crisis.

FEES

\$550 AUD per person (fees are GST inclusive)

WHO SHOULD PARTICIPATE?

Executives, planners and key decision makers in industry and government keen to learn how to assess their own readiness and take back concrete actions and ideas to put in place plans, policies and processes to ensure their organisations are ready for any crisis.

PROGRAM DETAILS

The course content will be delivered in one day over four sessions, each focusing on key aspects of leadership in crisis.

The first three sessions will concentrate on leadership actions before, during and following a crisis. In the final session, an expert panel at the end of the course will discuss inquiries, commissions and media and public reaction.

- Welcome and Introduction
- **Session 1** – Leadership Actions: Decisions and Organisational Preparedness Before a Crisis
- **Session 2** – Leadership Actions: Decisions and Organisational Response During a Crisis
- **Session 3** – Leadership Actions: Decisions and Organisational Recovery After a Crisis
- **Session 4** – Inquiries, Commissions, Media and Public Reaction with panel discussion including:
 - **Mr Tony Pearce**, Inspector General for Emergency Management
 - **Mr Euan Ferguson**, ex-Chief Officer CFA, Head of Waroona-Yarloop bushfire inquiry
- Conclusion

COURSE INSTRUCTOR

The course will be led by **Bob Jensen**, a crisis and risk management leader with more than 30 years of experience with the U.S. government including serving in the White House, in war zones and for more than 30 major disasters including Hurricane Sandy, the Deepwater Horizon oil spill and the massive earthquake in Haiti. Bob has also been a keynote speaker across the globe.



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