

From Risk to Resilience: Practice Made Perfect

ICE's 11th Brunel International Lecture Series

June 2016 - January 2018



How to Empower Local Communities by Benchmarking Resilience

The lecture series will provide attendees with a unique and region-specific perspective on **emergency management**.

Exploring the neuralgic role engineers have to play in dealing with extreme scenarios and the importance of efficiently collaborating with all relevant stakeholders, to ensure resilience of strategic infrastructure and cities as a whole.

Each lecture will consist of four parts, delivered in a (playfully) provocative manner to create a sense of co-ownership with the audience

1. Common Frame of Reference

The lecture starts with the creation of a 'Common Frame of Reference' covering issues such as semantics and terminology, a few formulas, basic principles of risk/crisis communication and a brief forecasting exercise.

2. Nine Universal Roadblocks (NUR) Model

A brief overview of the 'Nine Universal Roadblocks' Model will be given. These are universally lamented problems for which we seemingly have failed to find acceptable solutions. The audience will be asked to prioritize these roadblocks.

3. "What If...?" Reality-fiction scenario

The audience will be immersed in a reality-fiction "What If...?" scenario and be given an opportunity to offer conclusions and recommendations.

4. Questions and Answers

Given the playfully-provocative tone of the lecture, a spirited discussion can be expected in the final part of the lecture, the Q&A session.

Speaker



Eelco H. Dykstra MD is the 11th Brunel International Lecturer, running June 2016-January 2018

Compared to past lectureships, a somewhat different approach has been taken, which puts proactive and interdisciplinary cooperation in front of existing and new audiences, with the aim of establishing a legacy system that will remain active and relevant after the series ends in early 2018.

The series will offer an opportunity for highly interactive seminars (half-day) and workshops (full day) that use the DIEM Focused Feedback Methodology. This methodology provides a common frame of reference for participants and uses a scenario-based approach to generate concrete, consensus-based conclusions and recommendations with peer review, benchmarking, reporting and on-line consultation.

Since the methodology for lectures and workshops is similar, all outputs - or 'data-sets' that consist of conclusions with corresponding recommendations - will be compatible. This means that the communities-of-interest (CoI) that emerge in specific locations visited can benchmark and exchange (examples of) good/best practices, effectively creating a greater and trusted community-of-users (CoU) and a community of practice (CoP); And with it, a legacy system for ongoing activity and dialogue beyond 2018.

Attendees of the lectures and participants in the seminar and workshop will receive a summary of the results of their feedback in the form of a DIEM Focused Feedback Report/Initial Trend Analysis.

For more information contact:

ICE: Catherine Cole, International Director, catherine.cole@ice.org.uk

DIEM: Eelco H. Dykstra, Executive Chairman, eelco.dykstra@diem.nu or dykstra.disaster.stories@gmail.com

Seminar and Workshop

The DIEM SEMINAR (half-day)

Consisting of four parts, the seminar will be highly interactive and is intended for high(er)-level executives who cannot free up more time. The possible inclusion of participants in future train-the-trainer activity is foreseen.

1. **PRESENTATION** (45' - 1 hr): An interactive lecture on how to create a 'Common Frame of Reference' covering issues such as semantics and terminology, the use of formulas and (the limitations of) statistics, identification of stakeholders and problem owners, a review of lessons learned and principles of risk/crisis communication. Also the 'Nine Universal Roadblocks' (NUR) Model will be presented and discussed. The participants will be asked to prioritize these roadblocks.
2. **SCENARIO and BRIEVING** (30' - 1 hr): A gripping "What If...?" reality-fiction will be shared with the audience. Groups of approximately 6 persons will receive instructions on the group assignments in part 3.
3. **GROUP ASSIGNMENT** (1hr): Each group is tasked to formulate consensus-based conclusions and add corresponding recommendation for one of the four (4) 'Critical Moments in Time' (CMiT's) identified in the story line of the scenario.
4. **PLENARY FEEDBACK/Q&A** (1 hr): Each group will present a summary of their findings in a press conference format to the other groups (peer review). Preliminary findings and examples of good/best practice will be discussed.

The DIEM WORKSHOP (full day):

Will be highly interactive and is intended for operational (senior) staff and young professionals. Participants in the workshop can be selected for inclusion in future training-of-trainer activity.

1. **INTERACTIVE LECTURE** (2 hours): The workshop starts with an interactive lecture on how to create an in-depth 'Common Frame of Reference' covering issues such as semantics and terminology, the use of formulas and (the limitations of) statistics, identification of stakeholders and problem owners, models and modelling, a review of lessons learned and principles of risk/crisis communication. A forecasting and back-casting exercise is included. The 'Nine Universal Roadblocks' (NUR) Model will be presented and participants will be asked to prioritize these roadblocks.
2. **SCENARIO and BRIEFING** (1 – 1,5 hrs): A gripping "What If...?" reality-fiction will be shared with the audience. Groups of approximately 6 persons will receive instructions on the group assignments in part 3.

Lunch (in groups)

3. **GROUP ASSIGNMENTS** (2hrs): Each group is tasked to formulate consensus-based conclusions and add corresponding recommendation for each one of four (4) 'Critical Moments in Time' (CMiT's) in the story line of the scenario.
4. **PLENARY FEEDBACK/Q&A** (1 – 1,5 hrs): Each group will present a summary of their findings in a press conference format to the other groups (peer review). Preliminary findings and examples of good/best practice will be discussed.