



# Facilitating Successful Debriefs Masterclass



Debriefing offers a valuable opportunity to review activities undertaken.

Effective debriefs are critical to obtaining quality observations - the cornerstone of any lessons management approach. Join the Facilitating Successful Debriefs Masterclass for a practical guide to facilitation skills encompassing both the research behind successful debriefs as well as practical facilitation skills.

This masterclass will give participants resources to develop their capability for effective debriefing. It covers:

- the steps to prepare, build, and conduct a debrief
- strategies to ensure a debrief actively engages participants
- how to make both challenging and safe learning environments
- using effective techniques (and avoiding some common, ineffective ones)
- acquiring skills to overcome potential barriers that inhibit learning

- strategies to facilitate discussions of different perspectives to support lessons management characterised by mutual understanding
- linking debriefs to organisational learning.

## Audience

This masterclass is designed for those with responsibility for facilitating debriefs, those with an interest in facilitating debriefs, and those involved in organisational learning and development, especially:

- operational personnel, including incident management teams and functional unit leaders
- exercise facilitators and managers
- emergency centre coordinators and managers
- those responsible for near-miss investigation reporting and after-accident reviews
- those responsible for after-action reviews (operational and non-operational)
- personnel involved in lessons management

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*Fantastic course that provided useful skills enabling me to provide better planned and outcome focussed debrief sessions.*

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*The workshop/clinic was beneficial to a number of roles that may be undertaken within the emergency management arena.*

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# About our facilitators

## CO Dr Christine Owen

Christine Owen’s career history spans engagement in academia and industry to help people and organisations engaged in safety critical work to inquire into, learn from and, if needed, change their work practices. Christine has worked with safety critical organisations for over 25 years, including the aviation field, emergency medicine, the fire and emergency services industry and more recently with the Australian Institute of Police Management.

Christine researches and facilitates professional development in the areas of human factors and organisational culture; decision making under pressure; debriefing; and leadership and adversity, as well as coaching and mentoring. She has been engaged by industry in a number of practitioner reviews and evaluations.

Christine is passionate about supporting organisations to utilise research outcomes and establish evidence-informed practice. She contributed to the development of the Emergency Services Professionalisation Standards for Level 3 AIMS capabilities, including Incident Controller for AFAC and the Leadership Development Framework for Victorian emergency services organisations.

Christine is currently an Associate Professor and Research Fellow in emergency management with the Tasmanian Institute of Law Enforcement Studies (TILES) at the University of Tasmania. She has over 70 publications and has been cited in over 350 peer review publications.

**Christine facilitates:** Building Multi-functional Team Effectiveness Masterclass, Decision Making Under Pressure: New Skills for the New Normal Masterclass, Facilitating Successful Debriefs Masterclass, Leadership in Adversity Masterclass, Leading Diverse Recovery Teams Masterclass and Managing Organisational Crises Masterclass

## CS Cameron Scott

Cameron is the National Network Emergency Manager at the National Broadband Network (nbn), where he is responsible for controlling and coordinating the response to emergencies.

He is also responsible for developing and maintaining relationships with emergency management agencies across the country as well as the development of emergency management capability including planning, training and exercising. Cameron represents nbn on the national Communications Sector Trusted Information Sharing Network (TISN).

Cameron has had a number of emergency management roles in state and federal government, including the Department of Economic Development, Jobs, Transport and Resources in Victoria and the Australian Emergency Management Institute within Emergency Management Australia. He served as a sworn officer with the Western Australia Police for over 13 years, working in the emergency management and counter terrorism sections with responsibility for emergency response, capability development and emergency planning.

Cameron is employed as a casual academic at Charles Sturt University where he coordinates units in the Bachelor of Emergency Management program.

**Cameron facilitates:** Facilitating Successful Debriefs Masterclass