



Leadership in Disaster, Crisis and Adversity Masterclass



Explore the leadership skills required to work in increasingly volatile, uncertain, complex, sometimes chaotic and ambiguous (VUCA) environments.

This masterclass has been expertly designed to elevate discussions about leadership in emergency management beyond routine structures. Participants will examine the challenges and demands that need to be managed to lead effectively and ethically. The neuropsychology of decision making and leadership in high pressure situations is also discussed.

With a strong emphasis on overcoming issues and challenges to lead with influence, participants will explore collaborative leadership and hone their skills in effectively leveraging networks and relationships to achieve successful outcomes.

The interactive masterclass encourages participants to reflect on crisis leadership issues, how human factors influence leadership, and their own practice. This enables participants to think and act as leaders in new and constructive ways.

Audience

- Leaders of incident, emergency and disaster management multi-agency teams operating at a strategic level
- Experienced disaster leaders looking to enhance their own performance and increase their influence to bring the best out in their teams.
- For teams, this program will generate shared insights and provoke constructive conversations and exchange.

Learnings

This Masterclass aims to provide leaders with the skills to:

- Create and maintain effective conditions to enhance team performance in times of crisis
- Manage competing perspectives, priorities and interests amongst stakeholders and consider effective communication strategies
- Optimise performance of self and others to support resilience in adversity
- Influence key decision makers to build and leverage networks and relationships to enable better community safety outcomes

Topics covered

- Topic one — Leadership challenges and ethics
- Topic two — Leadership and the social impacts on team performance
- Topic three — Managing self and others in crisis and adversity
- Topic four — Leading effective teams
- Topic five — Meaning making, perspective taking and leading with influence
- Topic six — Governance and political layers



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 AIIMS 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.

DP David Parsons

David has a passion for creating world class programs in the organisational resilience areas of risk, crisis decision making, emergency and business continuity management. He has served for more than 40 years with the New South Wales State Emergency Services as a volunteer and paid officer, and as a Regional Emergency Management Officer. He managed Sydney Water's Emergency Management and Counter Terrorism Program, as well as being a member of the Australian Government's Critical Infrastructure Council for 14 years where he wrote the guide to Adversity Leadership.

David is also a Fellow of the Australian Institute of Emergency Services, the Business Continuity Institute, and the Emergency Management Academy of New York, a member of the International Association of Emergency Managers, and an Assessor with the Emergency Management Accreditation Program.

David is an Adjunct Lecturer with the Australian Graduate School of Policing and Security Studies at Charles Sturt University, and a senior fellow with the Joint Centre for Disaster Research at Massey University. He has published a number of publications and handbooks, including *Chaos to Teamwork – a leader's role in crisis*.

David holds a Masters of Emergency Management and degrees in Social Science and Education. David has completed an Emergency Management Fellowship with the Emergency Management Academy in New York, the Leadership in Crises Program with the Harvard Kennedy Business School and the Lessons Learned Staff Officer Course with NATO.