



Leading Diverse Recovery Teams Masterclass



This masterclass for recovery leaders focuses on enhancing the capability of recovery leaders to work with diverse stakeholders on complex issues to align cooperative goals and purposes.

Recovery leaders will explore how to mobilise, motivate and manage others and to maximise team empowerment through shared leadership.

The Masterclass explores:

- The contemporary landscape of relief and recovery leadership
- Links between recovery, resilience and the neuroscience of decision making
- Understanding impacts of stress and crisis on community members and related stakeholders
- Aligning diverse groups of stakeholders on complex issues to build and leverage networks and relationships to enable better community outcomes

Audience

- Recovery coordinators
- Leaders of recovery teams and recovery projects
- Stakeholders involved with recovery roles and projects

- Community engagement professionals
- Personnel in liaison roles

Learnings

- Understanding contemporary crises and relief and recovery leadership challenges
- The role of ethics and values on recovery leadership decision making
- Mobilising, motivating and managing others
- Tools to support recovery team success

Topics covered

- Relief and recovery- capability and challenges
- The impact of deep uncertainty and stress on functioning and performance
- Creating enabling conditions to support recovery team effectiveness
- Managing team performance and developing capability
- Understanding stakeholder and community needs and facilitating network alliances
- Facilitating learning for continuous improvement



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.