

# Risk Management 2.0

## REDUCING COMPLEXITY AND RISK BY SYSTEMS THINKING (2 Days)

The workshop “Risk Management 2.0” will empower attendees to recognise and to address both the intended and the unintended consequences of decision making, thus reducing complexity and risk.

Systems Theory provides you with the best tools to identify and to manage your risks and therefore to assure business continuity. Regulators and governments demand more compliance to an ever-growing number of rules. They are deemed necessary to protect life and the environment.

Fact is that regulations, rules or compliance enforcement impair an organisation’s functioning. The success and sustainability of businesses or other organisations are not only determined by financial or economic performance, but also by a good reputation. Rules and regulations become guidelines. Interrelatedness and interdependence of these issues can be understood by systems thinking.

### **Key elements of the workshop**

This workshop introduces Systems Theory as a way of being comprehensive while managing complexity by thinking in relationships. It covers the following topics:

- Systems Theory
- Psychological Effects
- Cybernetics
- Practical Exercises:
  - a. Integrated Reporting
  - b. Application of Systemic Risk Management

## Why You Should Attend?

By attending this highly interactive and practical course, you will be able to control and manage organisational risks.

## Learning Objectives

Master operational best practices in value awareness and learn how to balance the forces in your system of enterprise. When one thinks in systems and relationships, one can easily understand, determine and manage risks to the organisation, the environment and oneself.

## Who Should Attend?

- Compliance Officers
- Risk Managers
- Government Regulators
- Health, Safety and Environment Managers
- Representatives of NGOs concerned with sustainability issues
- Share- and Stakeholders
- Professionals and Students
- Members of any organisation interested in risk management

## **COURSE OUTLINE for the Programme:**

### **DAY ONE Morning Programme**

#### **Session 1 Long-term Vision**

- Sustainability: The art of remaining relevant
- Systems Theory: An introduction
- Understanding autopoiesis and its relationships
- Seeing your organisation as a living system
- Determining risk

#### **Session 2 Human Factors**

- Human characters: Genetic, learned or acquired? Impact of culture?
- The Island Theory: If one would be living alone on a deserted island, how would one survive?
- The Law of Unintended Consequences
- Psychology: Cognitive Dissonance and other human biases
- Understanding, dealing with and reducing stress

### **DAY ONE Afternoon Programme**

#### **Session 3 Systems Science**

- Cybernetics: Using Feedback Loops, Linear and Non-Linear Causality, Interference Patterns
- The Law of Requisite Variety
- Building and maintaining a Viable System Model (VSM)
- Path Dependency - Positive and Negative Interdependence

## **Session 4. Decision Making**

- The brain versus the heart
- Psychology, 'Soft Skills' and Human Factors
- Neocortex versus the limbic system
- Neuroscience, mirror neurons, epigenetics, neuroplasticity and noetic effects

## **Day TWO Morning Programme**

### **Session 5 Practical Exercise: Integrated Reporting**

A new form of report, called an "Integrated Report", expresses the impact of the organisation on *all* stakeholders and the environment. It is essential for an organisation to create value over time, therefore benefiting employees, customers, suppliers, business partners, local communities, legislators, regulators, and policy makers.

## **Day TWO Afternoon Programme**

### **Session 6 Practical Exercise: Application of Systemic Risk Management**

The participants will formulate a future operation and risk management policy based on systems theory and cybernetics.

## **End of training**

Awarding attendance certificates

About the facilitator:



**Arend van Campen MA, Creazene Institute, Switzerland**

After more than 30 years working in the Energy Industry, Arend earned a Master's degree in Business Ethics & Social Responsibility. He started TankTerminalTraining and teaches that a safe and profitable business can thrive only when people act sustainably. He set up 'CREAZENE', a research institute focusing on a sustainable future, the protection of human and non-human life and the preservation of the environment. Currently he integrates 'Systems Science' in his workshops as a scientific tool to enhance overall business performance and risk management.

He publishes research findings on his blog: [www.arendvancampen.blogspot.com](http://www.arendvancampen.blogspot.com)