

Organisational Resilience

Lessons learned and best practices

Thursday 21st November 2019, 18.00 - 21.00
Solvay Brussels School | Avenue Franklin Roosevelt, 42
1050 Brussels, Belgium

Organisational resilience is “the ability of an organisation to anticipate, prepare for, and respond and adapt to incremental change and sudden disruptions in order to survive and prosper”*. These can range from natural disasters like flooding or heavy snow, to deliberate acts like terror attacks.

This second event of the IRM BeLux Group will be the opportunity to get insights from our guest speakers on (1) the “normal chaos” paradigm, with critical factors that will help you to prevent or mitigate your next crisis situation successfully, (2) lessons learned from how organisational resilience has been tested following Brussels terror attacks on March 22nd 2016, and (3) on how organisations can enhance their resilience by instilling a growth mindset.

Agenda

- 18:00 - 18:25** Arrival and Registration
- 18:25 - 18:30** Welcome and Introduction by Nicolas Renard & Pierre Poncelet (IRM BeLux)
- 18:30 - 19:00** Session 1: Normal Chaos, by Hugo Marynissen
- 19:00 - 19:30** Session 2: March 22nd 2016, by Mireille Debusscher & Hans Vanelderden
- 19:30 - 20:00** Session 3: Growth mindset and organisational resilience, by Kami Nuttall
- 20:00 - 21:00** Get together around drinks and finger food to share thoughts and ideas

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Developing risk professionals

Sessions

Session 1: Normal chaos

The world we live and work in is complex and driven by forces that we often do not see, recognise or appreciate. Moreover, we live in a world of continuous change that thwarts our plans. Therefore we are constantly forced to adapt them. These adaptive actions, we often describe as 'management' or 'decision making', do have consequences as all actions have both upsides and downsides whether they are obvious or not. Because we see the necessity to expect the unexpected, we put plans, procedures, and command and control systems in place that should prevent us from making mistakes that might eventually lead to sliding into a crisis situation.



Hugo Marynissen is senior partner at PM Risk – Crisis - Change, an agency specialized in risk and crisis management. Since 2008 he has provided regular coaching and consultancy services in the field of risk and crisis management.

Session 2: March 22nd 2016

How does a company such as the STIB-MIVB cope with an extreme event like March 22nd 2016? An event that changed our lives but especially the STIB-MIVB and their employees who were involved in it in a first degree.



Mireille Debusscher is active in Security since 1997, with experience acquired in different managerial functions on Belux, Benelux and MLEMEA levels within Transport & Logistics Company (DHL). She holds a Master in Criminology from the Vrije Universiteit Brussel (VUB).



Hans Vanelderden joined STIB-MIVB in June 2015 as Business Advisor in the Business Unit Metro, and since 2016 as Director Movement Metro, responsible for the field operations and the traffic control centre of the Brussels underground.

Session 3: Growth mindset and organisational resilience

Kami Nuttall's vision of the world is simple. It is one where organisations understand and connect with their social purpose, engage in sustainable, responsible and ethical decision-making; and enable emotionally committed and engaged workforces. She will be discussing some of the ideas that needs to be present and functioning to achieve this vision within any organisation.



Kami Nuttall holds a BSc in Psychology and MSc in Social Anthropology, and is a QIAL, CIA and CMIIA qualified. She provides insight through critical advice, which is underpinned by two decades of understanding organisational culture through the lens of effective governance and risk practices.

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