

Building leadership in public management and policy



Crisis and Emergency Management



ANZSOG Executive Workshop

Course leader
Professor Dutch Leonard
Harvard Kennedy School

Enquiries

Lechée Donato
T +61 3 9285 9116
l.donato@anzsog.edu.au
www.anzsog.edu.au



Message from the Dean

Thank you for considering ANZSOG's Executive Workshop as part of your professional development.

Participating in an ANZSOG initiative is about meeting the educational requirements of future public sector leaders. Each workshop is tailored to the specific needs of our Government partners. By taking part, participants are introduced to a range of valuable knowledge and skills sets, analytical thinking, and decision-making that aim to strengthen their ability in their role and in turn the community.

Of the many special features of the School, I am proud of the life-long learning experience participants gain to help drive change—that in turn brings about better policy implementation and service delivery.

I invite you to take a closer look at ANZSOG by taking part in our executive workshops where we strive to bring out the best, in the best.

Allan Fels, AO

ANZSOG Executive Workshop Crisis and Emergency Management

Who should attend?

The course is aimed at SES and senior managers in the emergency services, police, security and defence areas of government, for whom crisis and emergency management is an important part of their responsibilities. It is particularly appropriate for policy-level officials whose agencies might be called upon to help respond to a major disaster. The course is suitable for senior executives who may serve in a range of different agencies over time.

The program

Using case studies from Australia and the United States, this workshop examines key concepts of effective organisation and action in both routine emergency situations and true crises. Building on lessons from experiences with the 2003 Canberra fires and Cyclone Larry as well as Hurricane Katrina and other salient crisis examples, the course proposes a different way of thinking about what we are trying to achieve in organising in advance and in conducting ourselves in the midst of emergency and crisis events.

While traditional models emphasise centralised command and control with the intention of creating an effective, unified centralised structure, this workshop emphasises the virtues of and thinking about what we are doing creating a decentralised but coordinated response. Through examination and, in some cases, reinterpretation, of the successes achieved in some important events and the failures encountered in others, the workshop develops an alternative description of what success looks like, what it entails, and what conditions, actions, and approaches are most likely to achieve it.

Taking the approach we will discuss in this program – treating decentralised action as intrinsic and seeking to capitalise more effectively on its virtues – will considerably increase the likelihood that our future responses will be swift, effective, efficient and well-received.

Participant benefits

At the end of the program participants will be better equipped to:

- plan for emergencies from a fresh perspective
- take into consideration the importance of collaboration and co-ordination
- examine methods for improving information aggregation and processing
- quickly recognise the difference between true crises and routine emergencies
- recognise patterns of behaviour when responding to emergencies
- consider the roles of both policy and operational response officials
- see the benefits and opportunities of disparate agencies working together
- identify new systems and new methods of preparation and response
- work outwards from an understanding of the big picture
- conceptualise goals and the overall approach during a disaster in new ways.

Learning approach

Excellence in teaching and learning is central to ANZSOG's mission. ANZSOG's executive workshops provide a stimulating and intellectually rigorous learning experience. The course includes guest presentations by public sector leaders, interactive discussion throughout and use of real-world public sector examples.

‘...the course proposes a different way of thinking about what we are trying to achieve in organising in advance and in conducting ourselves in the midst of emergency and crisis events’.



Course leader

Dutch Leonard

Herman 'Dutch' Leonard is the George F. Baker Jr. Professor of Public Management at Harvard's Kennedy School of Government and the Eliot I. Snider and Family Professor of Business Administration and Co-Chair of the Social Enterprise Initiative at Harvard Business School. He teaches leadership, organisational strategy, crisis management and financial management.

His current research concentrates on crisis management, corporate social responsibility, and performance management. He is a member of the boards of directors of Harvard Pilgrim Health Care, a 1,000,000-member Massachusetts HMO, of the American Civil Liberties Union of Massachusetts, and of the Hitachi Foundation. He was formerly a member of the Board of Directors of the Massachusetts Health and Education Facilities Authority, a member of the Research and Education Advisory Panel of the General Accounting Office, a member of the Massachusetts Performance Enhancement Commission, and a member of the Alaska Governor's Council on Economic Policy. He served as Chair of the Massachusetts Governor's Task Force on Tuition Prepayment Plans. He received his PhD in economics in 1979 from Harvard.

Workshop fees

Non-residential—\$A2,900 including GST
Residential—\$A3,350 including GST

Non-residential

Fees include all meals during the course and all materials.

Residential

Price includes all of the above, as well as a two night accommodation package.

ANZSOG alumni receive a 15% discount.

How to register

Fax

Complete and fax the registration form to:
+61 3 9285 9101

Indicate your preferred payment method.

Mail

Complete and send the registration form to:
ANZSOG
PO Box 4023 Parkville
Victoria 3052 Australia

Enquiries

Lechée Donato
T +61 3 9285 9116
l.donato@anzsog.edu.au
www.anzsog.edu.au

About ANZSOG

ANZSOG, the Australia and New Zealand School of Government, is a consortium of governments, universities, and business schools dedicated to delivering tailored programs that meet the real world challenges of public sector managers.

With its unique structure, ANZSOG's programs are drawn from its networks of inter-government jurisdictions and access to leading international academics and practitioners. The programs feature a dynamic mix of innovative, world-class professional development education and training in the craft of public administration, policy and management.

ANZSOG has three flagship programs: Executive Programs and Workshops, the Case Program and the Research Program.

ANZSOG's Executive Programs and Workshops offer a post-graduate qualification and a range of executive courses that aim to strengthen the leadership and management capability of future public sector leaders:

- Executive Master of Public Administration is a two-year part-time graduate program for middle management sponsored by the participants' department. The program is taught by leading academics and practitioners from Australia and New Zealand; past presenters have included Prime Ministers, Premiers and a number of chief executives of government departments
- Towards Strategic Leadership is a unique program that blends personal leadership development with public sector focussed content. The program is presented by a range of local and international presenters and is aimed towards people who are moving from tactical into strategic leadership roles in government, i.e. people facing senior executive responsibilities for the first time

- Executive Fellows Program is a three week residential program tailored at the executive level, and also sponsored by the participants' respective department. ANZSOG sources world experts to develop the strategic leadership and managerial skills of senior public sector executives
- the Executive Workshops operate throughout the year and offer middle to senior managers customised courses that meet specific educational needs identified by ANZSOG government partners.

The Case Program is responsible for producing original case studies based on real public sector situations that are used for teaching purposes in the School's executive programs. There are over 70 case studies in the library that offer quality, topical cases in public sector management development that focuses on current events and issues in Australia, New Zealand, Commonwealth Nations, and the Pacific and South Eastern Asia.

The Research Program aims to develop innovative, cutting-edge research into public administration, policy, and management. The program's distinctive approach favours networked, collaborative research that delivers practical solutions and outcomes for government whilst offering a number of research activities, such as public lectures, conferences, and publications.

Along with ANZSOG's programs, the School holds a number of collaborative initiatives with its partners and key national and international networks that provide a platform for policy development, research, and analysis.

For further information about the School's programs, activities and forthcoming initiatives please visit our website www.anzsog.edu.au

ANZSOG

PO Box 4023 Parkville
Victoria 3052 Australia
T +61 3 8344 1990
F +61 3 9349 5849
ACN 102 908 118
ABN 69 102 908 118
www.anzsog.edu.au

Printed on a FSC Mixed Sources Certified paper containing recycled post and pre consumer waste, and FSC pulp from well-managed forests and controlled sources. This paper is manufactured by an ISO 14001 certified mill.