



Discovering and exploring practical interventions related to resilience management

Background

“While organizations need to maintain the capacity to deal with expected events using a risk management approach; innovations are required to address changes in the society such as increased complexity, interdependences, globalization and digitalization. Resilience management addresses the organisation’s ability to adapt and to continue operations as required, when faced with challenging conditions (changes, disturbances and opportunities, inspired by Hollnagel, 2018).

As far as we know, the DARWIN Resilience Management Guidelines are the first of its kind in the world. It integrates comprehensive world-wide resilience knowledge as prioritized by end-users. For example, the content of the guidelines has been co-created and co-evaluated with the DCoP – The Darwin Community of Practitioners. This is 170 crisis and resilience management practitioners from 25 countries worldwide (peak participation). It includes policy makers, managers, front line operators and academics. These practitioners provided feedback and evaluation during each step of the process, helping to shape the Darwin Resilience Management Guidelines available today. The current guidelines have adaptations to Health Care (HC) and Air Traffic Management (ATM), the DCoP interactions by representatives from critical infrastructures different than HC and ATM enable guidelines that can be adapted and adopted to different critical infrastructures.

It is important to highlight that the Darwin Resilience Management Guidelines are not prescriptive. Instead they enable organizations to have a critical view on their own crisis management plans. In this way, organizations can easily integrate the guidelines into their own existing management practices and procedures. The Guidelines are dynamic and user-friendly as they cover a number of resilience management approaches using Capability Cards (CCs). The CCs propose concrete interventions that can be implemented in the organization to enhance specific resilience capabilities.”

Object of the play

The workshop will focus on the exploration of the latest issue of the guidelines. This issue has been updated after pilot exercises. The guidelines are developed around Concept Cards (CC), which present sets of interventions to understand and to enhance specific resilience capabilities. We invite participants to rich and meaningful discussion exploring the capability cards related to diverse situations (from everyday operation to crisis situations). These CCs will be presented and discussed with the participants to investigate how resilience guidelines will impact the ability to sustain operations. It considers all crisis phases; prior, during and after the event as well as everyday situations. The workshop will contain an introduction phase, an exploratory phase and a concluding phase involving feedback from participants as potential early adopters.

Significance and takeaway:

This workshop will give participants a view of the current version of resilience management guidelines. The activities will serve to explore content of the guidelines, imagine the use of the guidelines and share views on potential ways to adapt the guidelines in their own organizations.

Preparation (optional):

Participants are invited to familiarize and navigate the DARWIN Resilience Management Main page DRMGM manifesto: https://h2020darwin.eu/wiki/page/Main_Page



Resilience Management Workshop

During the workshop, we propose to select CCs among (participants will select):

- 2.1. [Promoting common ground in cross-organizational collaboration in crisis management](#)
- 2.2 [Establishing networks for promoting inter-organizational collaboration in the management of crises](#)
- 4.1 [Noticing brittleness](#)
- 4.2. [Identifying sources of resilience: learning from what goes well](#)

Duration

The proposed workshop would be organized over half a day. During the workshop we plan to without power point presentations and rely on interactions with participants, supported by innovative activities.

Participants

Target audience includes, but is not restricted to, designers, practitioners, operators, managers and regulators from different domains (e.g., nuclear, energy, water, transportation, construction, emergency services). Participants envisioned would provide a balance between regulators, researchers, operators, maintenance personnel, managers.

About the workshop organizers

Organizers of the workshop represent a balanced mix of applied research, consulting and practice, allowing for fruitful discussions going back and forth between the transition from theory to useful solutions

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Welcome!