

**February to June 2012**

VMIA Training Essentials Calendar

# Training Essentials

Developing the risk & insurance professional

# Overview

## Developing the risk & insurance professional

Risk is embedded in practically every activity undertaken by an organisation. Identifying and implementing leading risk management strategies have become critical components of any organisation's business plan.

The VMIA recognises that skilled risk and insurance professionals are fundamental to the success of an organisation.

Building the capabilities of the risk and insurance professional strategically positions an organisation to respond effectively to challenging events. As such, we provide our clients and their staff with the opportunity to develop their skills and knowledge in identifying and managing risk.

Our Training Essentials program for 2012 aims to develop risk and insurance professionals as business partners by providing the opportunity to learn important skills, network with peers and listen to industry experts. Most importantly, the program will provide risk and insurance professionals with practical tools and skills designed to support optimal business outcomes.

## New initiatives for 2012

Our new programs will focus on unlocking the workings of your organisation's risk culture while also developing professional influencing skills – so vital to the success of any risk and insurance professional in today's marketplace.

We have further enhanced our Project Risk program with a new offering: 'Effective Management of Project Governance.' Identified as an emerging risk through the VMIA Roundtable Series, project governance and stakeholder issues are recognised as "the second and third reasons why projects fail." This program is aimed at teaching those who are responsible for delivering outcomes to more effectively manage the governance of their projects.

### Clinical risk

A key goal of the VMIA Clinical Risk strategy is to achieve a reduction in the number and cost of preventable adverse events. In 2012, we have a number of Clinical Risk forums that aim to provide up to date information on key aspects of clinical risk and profiling the VMIA's clinical risk projects.

### VMIA learning sets

Over the next six months, we will be seeking expressions of interest for our Risk Management Learning Sets program. This program uses active learning and provides participants with the opportunity to interact and engage with a small group of peers. Participants in the program will also benefit from the opportunity to extend their network, receive peer support, and discover new ways to improve risk management within their organisation. For more information, please contact David Pearce, the VMIA's Manager, Client Learning Services on 03 9270 6871 or email [training@vmia.vic.gov.au](mailto:training@vmia.vic.gov.au)

## VMIA: Online Training

### Online training via VMIA's eLearning Centre

**The VMIA's eLearning Centre provides our clients with convenient access to a suite of online training modules.**

Our latest modules focus on 'Managing People Risks' and were created to help supervisors and managers comply with workplace employment laws that govern recruitment selection, managing people and their performance.

Modules currently available include:

- Bullying Prevention
- Equal Employment Opportunity
- How to Manage Workplace Conflict
- Introduction to Performance Management
- OHS Manual Handling

### Webinars

**Can't attend? Watch a live web feed.**

Aimed at those who are unable to attend our seminars, the VMIA is using webinars to help connect with clients all over Victoria, especially those in regional areas.

**How do I participate in a webinar?**

Email Client Learning Services at [training@vmia.vic.gov.au](mailto:training@vmia.vic.gov.au) to register your interest.

**To find out more, visit the VMIA's eLearning Centre [www.vmia.vic.gov.au/eLearning](http://www.vmia.vic.gov.au/eLearning)**



## Training Essentials program

The VMIA's training program aims to:

- enhance risk management and insurance knowledge
- empower and equip clients with the knowledge and skills to identify and mitigate their organisation's risks
- demonstrate and encourage risk management and insurance best practice
- provide accessible professional development through remote access or webinar technology.

## Register online

[www.vmia.vic.gov.au/clienttrainingprograms](http://www.vmia.vic.gov.au/clienttrainingprograms)

For more information, contact VMIA Client Learning Services at:

E: [training@vmia.vic.gov.au](mailto:training@vmia.vic.gov.au)  
T: 03 9270 6870

## Training location

The VMIA Learning Centre  
Level 30, 35 Collins Street, Melbourne.

Training is open to VMIA clients only. There is no charge to attend Training Essentials sessions.

### Confirmation:

You will receive written confirmation once you have registered. If you have not received confirmation within 10 working days prior to the event, please contact Client Learning Services.

### Cancellation Policy:

If you are unable to attend, please notify us at least 2 days prior to the session. A substitute is welcome to attend, however, we must be informed of the substitute's details before the session.

We reserve the right to cancel any session/s. In the unlikely event of this happening, all registered participants will be contacted immediately.

### Photography Disclosure:

In registering for this event, you are also providing permission to be photographed at the event/session and for your photograph to be the property of the VMIA. You acknowledge that the photograph will be retained by the VMIA, may be reproduced and that you are not entitled to any remuneration or compensation. If you want to withdraw this authorisation, it is your responsibility to inform the VMIA.

## Key to our program

We hold introductory, specialised and master class sessions to ensure our training is tailored to the skill levels of our audience.

### Introductory workshops



Suitable for those new to the field of risk management or insurance, or for those wanting to revise their knowledge in a particular area.

### Specialised workshops



Designed for intermediate level risk or insurance practitioners who have either:

- one or more year's experience in risk management/insurance
- completed the introductory programs
- demonstrated the requirements of this level.

### Masterclass workshops



Targeted at professionals who want to improve their knowledge and skills to an exemplary level. Masterclass sessions are for those who have either:

- four years' or more experience in risk management/insurance
- completed the introductory or specialised programs
- demonstrated the requirements of this level.

## Workshop Categories








Risk Management Topics








Insurance Topics

# February/March 2012

Date	Time	Program
Thursday 9 February	9am – 5pm	<b>Scenario Planning &amp; Sensitivity Analysis</b>
		<p>The future is inherently unpredictable. There will always be surprises and factors that are overlooked or underestimated; and new developments which cannot be predicted. Yet, strategic planning is based on the premise that you can plan for the future. If the future is unpredictable, how can you prepare useful, articulated plans? This program will help you understand what sensitivity analysis and scenario planning are and how to apply them in your organisation.</p> <p><b>Suggested Audience:</b> Senior risk professionals and executives with a minimum of four years' risk experience who are involved in corporate or strategic planning in their organisation.</p>
Tuesday 14 February	9am – 5pm	<b>Risk Management Fundamentals</b>
		<p>Managing risk in organisations - no matter how large or small - is an everyday occurrence. Understanding and managing these risks can be the difference between organisational success and failure. This workshop provides participants with a comprehensive introduction to risk management, and explores how individuals and organisations can confidently manage risk.</p> <p><b>Suggested Audience:</b> Staff who are new to the field of risk management or who require an overview of the basic risk management principles.</p>
Tuesday 21 February	9am – 5pm	<b>Understanding your Organisation's Risk Culture</b> <b>NEW</b>
		<p>How do you measure your organisation's risk culture? What tools are available? How do you interpret the data? This program will help risk professionals understand what tools are available to measure their current risk culture and which strategies will and won't work when it comes to driving improvements.</p> <p><b>Suggested Audience:</b> Senior risk professionals and executives with a minimum of four years' risk experience who are involved in embedding risk across their organisation.</p>
Thursday 1 March	9am – 5pm	<b>Fraud &amp; Corruption Risk</b>
		<p>The recent economic crisis has increased the importance of fraud and corruption risk management. This program is designed to provide you with knowledge of the key trends and leading practices in fraud and corruption risk management. We also provide a practical approach for planning your organisation's fraud and corruption controls and making them operational.</p> <p><b>Suggested Audience:</b> Senior, mid-level and risk managers who are responsible for developing strategies around fraud control, and senior managers who want a better understanding of fraud and corruption control.</p>
Tuesday 6 March	9am – 5pm	<b>Business Continuity Fundamentals</b>
		<p>Development of detailed business continuity plans is the best way to prepare for unexpected, high-impact events. A key element of developing such plans is being able to recognise the risks that your organisation faces. This program will show you how to link risk management and business continuity management to produce an approach to protecting the activities of your organisation.</p> <p><b>Suggested Audience:</b> Staff who are new to the field of business continuity management or those who require an overview of the basic business continuity management principles.</p>

# March/April/May 2012

Date	Time	Program
Wednesday 14 March	9am – 1pm	<b>Risk Leadership Seminar   Linking Risk to Performance</b>
		<p>There is a clear link between risk management and the achievement of strategic objectives. In December 2011, the VMIA held its fifth roundtable, discussing how aligning risk management to organisational performance can provide opportunities for organisations. This forum will bring together a panel of experts to discuss the outcomes of the roundtable and methods for improving organisational strategy and operations.</p> <p><b>Suggested Audience:</b> This program is designed for senior executives, risk professionals and management involved in the business planning cycle, and those responsible for setting strategy in their organisation.</p>
Tuesday 20 March	9am – 5pm	<b>Employment Practices Liability</b>
<b>Taralgon</b> Thursday 29 March	9am – 5pm	<p>Employment-related risks are among some of the most potentially damaging exposures. Employers of all sizes face potential damage from employment practices liability lawsuits such as sexual harassment, wrongful termination and discrimination. This program will discuss employment liability issues and mitigation strategies to limit exposure.</p> <p><b>Suggested Audience:</b> Human resources professionals and corporate counsel professionals who organise and manage insurance within their organisation.</p>
<b>Shepparton</b> Thursday 17 May	9am – 5pm	
		
Tuesday 17 April	9am – 5pm	<b>Contract Management &amp; Procurement Risk</b>
		<p>Risk management should commence early in the procurement process and be re-visited throughout the process. This is particularly important for high-risk procurement, such as building and construction projects and IT purchases. This forum will provide an interactive discussion with professionals from within and outside of government on key issues surrounding contract management and procurement risk.</p> <p><b>Suggested Audience:</b> Risk professionals, project managers and staff engaged in management and delivery of projects.</p>
Thursday 19 April	9am – 5pm	<b>Influencing Skills for Risk &amp; Insurance Professionals</b>
		<p>Risk professionals face the challenge of achieving outcomes without necessarily having the authority or power to drive outcomes and change. This workshop is aimed at risk professionals who need to influence and obtain support from others to achieve key results.</p> <p><b>Suggested Audience:</b> Senior and middle level managers and risk managers with a minimum of four years' risk experience who lead, negotiate and run change projects. Those who are considering attending this session should also consider attending the 'Internal Consulting Skills' session.</p>
Tuesday 1 May	9am – 5pm	<b>Risk Management &amp; Corporate Governance</b>
		<p>This workshop will provide a framework for corporate governance best practice that can be applied in any organisation. We will discuss the role of risk management in the decision-making process, and how to identify potential issues, and useful systems and procedures through reporting and analysis.</p> <p><b>Suggested Audience:</b> Suitable for new and aspiring board members or directors, senior managers and corporate counsel coming to grips with increased risk management responsibilities.</p>

# May/June 2012

Date	Time	Program
Tues 8 & Wed 9 May	9am – 5pm	<b>Internal Consulting Skills</b>  <p>Risk professionals spend a significant amount of time consulting with people - understanding their problems, reviewing alternatives, persuading them to take ownership, making proposals and asking people to commit to action. To be successful, their technical and business skills must be backed up with sound communication skills and the ability to interact with all levels of the organisation.</p> <p><b>Suggested Audience:</b> This risk master class program is suitable for risk professionals and senior management who are instrumental in making real changes to organisational culture. Those who attend this session should also consider attending 'Influencing Skills for Risk &amp; Insurance Professionals'.</p>
Thursday 10 May	5.30pm – 8pm	<b>Risk Leadership Seminar   The Great Debate</b> <b>Brand versus reputation: What is the real risk?</b>  <p>Did the Qantas lockout of October 2011 damage its brand or its reputation? Which is more important to an organisation and which is the bigger risk?</p> <p>The third in the VMIA's Great Debate series brings together a panel of private and public sector experts to discuss and debate whether brand or reputation is the greater risk.</p> <p><b>Suggested Audience:</b> Risk professionals including quality managers, and executives from across the Victorian Public Service interested in developing their risk knowledge.</p>
Wednesday 16 May	12pm – 2pm	<b>Risk Leadership Seminar   Managing Critical Infrastructure</b>  <p>The critical infrastructure and essential services for everyday life is important for government departments and agencies. In most cases, the owners and operators of critical infrastructure are best placed to make informed decisions about risk management and security planning.</p> <p>A panel of experts will discuss the outcomes of the sixth VMIA roundtable titled 'Better Management of Critical Infrastructure', and will outline methods to assist you in making informed decisions around protecting your organisation's assets.</p> <p><b>Suggested Audience:</b> This program is designed for senior executives, risk professionals, IT professionals, facilities managers and those responsible for managing infrastructure in their organisations.</p>
Tuesday 5 June	9am – 5pm	<b>Effective Management of Project Governance</b> <b>NEW</b>  <p>While risk management has come of age, projects are continually failing to deliver against expected or desired outcomes. There is growing evidence that effective project governance is a critical factor for successful projects. This program will help organisations to more effectively manage the governance of their projects within the Victorian Government project governance structure.</p> <p><b>Suggested Audience:</b> Senior and mid-level managers, risk managers, project managers and team members responsible for managing and delivering projects.</p>
Thursday 7 June	9am – 5pm	<b>Strategic Risk Management</b>  <p>There is an increasing awareness that aligning strategic thinking to corporate and business planning processes improves organisational effectiveness. This masterclass will assist in developing a strategic approach to identifying and understanding risks and opportunities. This masterclass will also explore strategic thinking, and how to enhance strategic plans and your organisation's risk management framework.</p> <p><b>Suggested Audience:</b> Senior and mid-level managers who want to broaden their knowledge and experience in the field of strategic risk management.</p>

# June 2012

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Date	Time	Program
Thursday 14 June	9am – 5pm	<b>Controls Assurance and Risk Management</b>



Are you comfortable with your current framework for providing controls assurance to your management and board? Internal controls are key elements of the risk management process. There is often not a close enough link between the risk register and controls assurance within an organisation. This program will present relevant concepts and a model approach to managing the controls assurance in your organisation.

**Suggested Audience:** New or mid-level risk managers who maintain the risk framework in their organisation and want to expand their knowledge and experience in managing their risk controls program.

Tuesday 26 June	9am – 5pm	<b>Indemnity &amp; Insurance Clauses</b>
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Do you know what an indemnity is? Have you entered into a contract or agreement where an indemnity has been asked for and you are not sure what the other party is looking for? This workshop focuses on risks associated with formal agreements and contracts, the level of insurance required in accordance to the product or services and will explore how indemnities may create potential liabilities that fall outside of your insurance coverage.

**Suggested Audience:** Senior and middle level managers, contract managers, project managers, facilities managers and procurement managers.

## Clinical Risk Series

The Clinical Risk Series has been designed for clinicians, directors and managers responsible for quality and risk management/ patient safety.

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Date	Time	Program
Thursday 8 March	9am – 1pm	<b>ISBAR</b>



Today's hospitals are complex socio-technical systems where patients receive input from multidisciplinary teams. Effective communication is essential to provide high quality and safe patient care.

This workshop will provide participants with the skills and resources to plan, implement and evaluate ISBAR into their existing systems across their respective organisations. A start-up kit will be provided to participants who attend this workshop.

Tuesday 27 March	7.30am – 9am	<b>Clinical Leadership Breakfast – Safer Diagnosis</b>
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What is occurring at your health service to achieve safer diagnosis? Research and clinical evidence indicates that diagnostic errors contribute between 35 to 50 percent of all medical indemnity claims. This puts diagnostic errors front and centre as a risk management priority.

This forum will discuss the findings from the VMIA's September 2011 roundtable, 'Examining Diagnostic Errors'. The roundtable identified risk management issues, and projects that could potentially reduce adverse events associated with the diagnostic process.

Wednesday 23 May	10am – 4pm	<b>Clinical Risk Seminar – Dignity &amp; Risk (Aged Care) – Expert Panel</b>
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Balancing the quality of care provided to residents to ensure dignity is maintained and yet minimise risk can be challenging. This session is designed to discuss and debate the issues around dignity and risk and to develop an understanding of the term 'Dignity of Risk'. Learn from experts why Dignity of Risk is important, explore the barriers and how to promote Dignity of Risk whilst maintaining your duty of care to the resident.

