



**Trinity College Dublin**

Coláiste na Tríonóide, Baile Átha Cliath

The University of Dublin

# Understanding & Managing Risk in the Workplace

Online Part-Time CPD Programme

***This Session Will Begin Shortly***

*We will have a Q/A at the end and you can also use the chat function to ask any questions you may have during the presentation.*

*A copy of the slides will be emailed to everyone afterwards.*

***Note:*** *The information session will be recorded.*

# Presentation Overview

- Welcome & Introduction
- CIHS & Where The Course Sits Within It
- Course Objectives & Who The Course Is For?
- Course Delivery & Timetable
- Course Overview
- Action Learning Component
- Entry Routes, Requirements & Tuition Costs
- Q & A's

# Welcome & Introduction

## The Programme Management Team

**Professor Siobhán Corrigan**



**Professor Nicholas McDonald**



**Mr. Rory Carrick**  
Course Administrator



# Centre for Innovative Human Systems (CIHS)

- Multi-Disciplinary Research Team based in the School of Psychology, TCD
- 8 Research Staff; 9 Faculty Professors; 5 Industry Experts; 12 PhD Students & 2 Operational Support Staff
- Ongoing Collaborative Industry based research, education & training
- Funding – EU; SFI; HRB; Direct Industry Funding
- Core focus on the human role in critical complex operational systems & lifecycle approach to Socio-Technical Systems
- <https://www.tcd.ie/cihs/>

# Centre for Innovative Human Systems



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PEOPLE  
PROCESS  
PERFORMANCE



# Key sectors we work in



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PEOPLE  
PROCESS  
PERFORMANCE

# Education & Training

- Online Post-Graduate Programme Managing Risk & System Change – Certificate, Diploma & Masters

<https://psychology.tcd.ie/postgraduate/msc-riskandchange/>

- STAMINA Human Factors Programme – Core & Train-the-Trainer & Human Factor's Master-Class in HealthCare

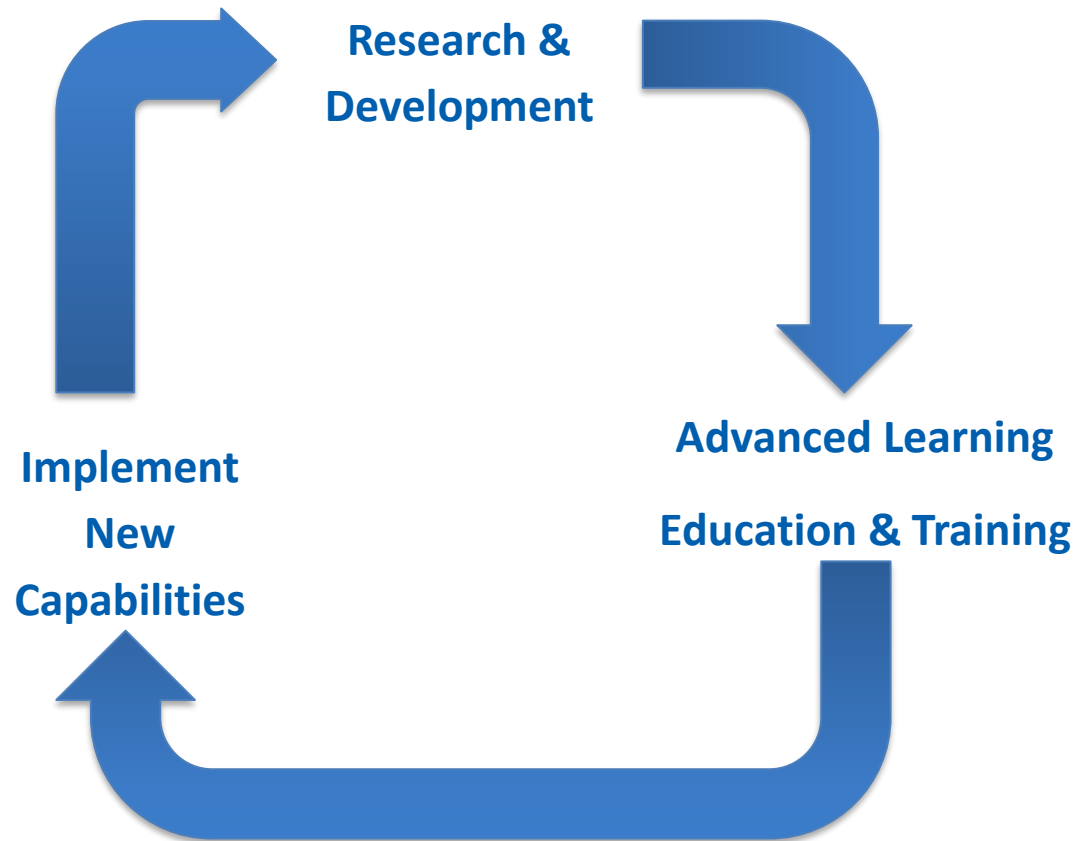
<https://www.tcd.ie/cihs/>

- CPD Programmes (under the Human Capital Initiative HCI funded under the HEA) - Understanding & Managing Risk in the Workplace

[CPD in Understanding and Managing Risk in the Workplace | Trinity College Dublin \(tcd.ie\)](#)

# Where The CPD Course Sits Within CIHS

## Virtuous Cycle of Innovation





# CPD Understanding & Managing Risk in the Workplace - Background

 Co-funded by the  
Erasmus+ Programme  
of the European Union  
2018-1-IE01-KA202-038820



**Operational Risk: Implementing Open Norms (ORION)**

**Intellectual Output 4 (IO4) Report October 2021  
Implementation Framework**



**ARK Virus:**  
Access Risk Knowledge  
platform for mindful  
governance of PPE for  
virus infection prevention  
and control

Trinity College Dublin  
Centre for Innovative Human Systems (CIHS)

Engaging Content  
Engaging People

DCU  
Official Chartered  
Private Area Client  
Dublin City University

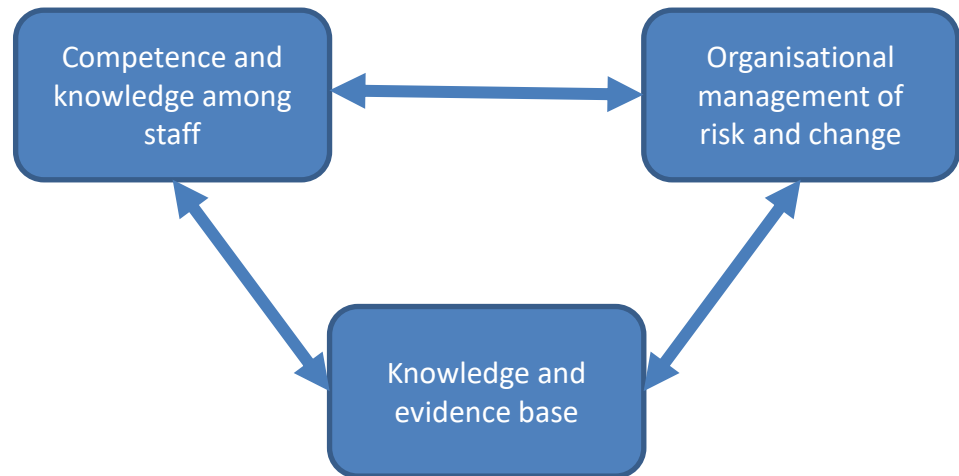
A World  
Leading SFI  
Research  
Centre

Science  
Foundation  
Ireland  
For what's next

# CPD Understanding & Managing Risk in the Workplace

## Ethos and Objectives

- Understanding organisational challenges of risk and change
- Learning by doing - Link training to implementation
- Part of a wider learning journey
- Address complexity of operations
- Practical management of risk and change
- Supported project linked to own work/ own organisation
- Build evidence and contribute to developing organisational knowledge
- Organisational Innovation Cycle
- Applies across wide range of industry and services



## Who is the Programme for?

The transfer of competence can transform practice, create new opportunities and generate new sources of value

The programme is designed to benefit those who have responsibility for

- Risk management
- Safety
- Improvement
- Change
- Evaluation and audit
- System design
- Managing operations
- Regulation

# Course Overview

| Date                      | Session Title  | Lead Facilitator          |
|---------------------------|--|---------------------------|
| 27 <sup>th</sup> January  | 1. Operational Risk & Operational Hazards                  | Prof. Pernilla Ulfvengren |
| 3 <sup>rd</sup> February  | 2. Proactive Risk Management                               | Prof. Nick Mc Donald      |
| 10 <sup>th</sup> February | 3. Modelling Operational Risk – The Role of Data Analytics | Dr. Daniele Baranzini     |
| 17 <sup>th</sup> February | 4. Monitoring & Measurement for Safety Assurance           | Prof. Pernilla Ulfvengren |
| 24 <sup>th</sup> February | 5. Change & Strategy                                       | Prof. Nick Mc Donald      |
| 3 <sup>rd</sup> March     | 6. Project Support   | All                       |
| 10 <sup>th</sup> March    | 7. Project Support   | All                       |

# Projects

Practical project in your organisation or an organisation you are familiar with

Supported by weekly tutorial / project workshops

Implemented on ARK platform

Confidentiality assured

User Community of Practice

The screenshot displays the ARK PROJECTS interface. At the top, there is a navigation bar with a home icon, a clipboard icon, and the text "ARK PROJECTS". Below this is a breadcrumb trail: "ARK / ARK Projects / ARK-Virus / Problem Stage / Cube Summary". A secondary navigation bar contains four tabs: "PROBLEM STAGE" (highlighted in blue), "SOLUTION STAGE", "PLAN AND PREPARE STAGE", and "IMP". A third navigation bar contains four tabs: "PROJECT ANALYSIS", "CUBE SUMMARY" (highlighted in blue), "CUBE ANALYSIS", and "RIS". The main content area is divided into two columns: "Functional System" and "Activity". Under "Functional System", there is a "Goal" section with two orange boxes. The first box contains the text "Preventive effect of PPE is compromised" and has a pencil icon at the bottom. The second box contains "High infection rate of Healthcare staff - 25% of cases" and also has a pencil icon. Under "Activity", there is a "Process/Sequence" section with two boxes. The first box is orange and contains the text "Crisis response involves disruptive transformation, limited resources, Quality and supply of PPE may not be sufficient." with a pencil icon. The second box is white and contains the text "The guidelines do not cover every difficult situation for PPE use" with a pencil icon.

Functional System —

Activity —

Sensemaking —

Culture —

Goal —

Preventive effect of PPE is compromised

High infection rate of Healthcare staff - 25% of cases

There can be a conflict of interest between protecting oneself as much as possible and providing the best care for one's patient

Strong culture of care and concern for patients

Process/Sequence —

Crisis response involves disruptive transformation, limited resources, Quality and supply of PPE may not be sufficient.

The guidelines do not cover every difficult situation for PPE use

Consistency of usage of PPE may be compromised by fatigue, stress, critical situations.

Norms for PPE usage are becoming well established

Social —

Crisis response can involve new unfamiliar roles.

Rest areas, meal breaks, and community transmission may be critical areas

Social interactions at work and between work and home are difficult to manage with PPE

No answer

Information and Kn... —

Guidelines can change frequently and need adapted to the particular situation

There is a lack of data about the actual use of PPE. Mostly anecdotal situation

Guidelines change - it is not always easy to interpret them in every situation

No answer



# Online Delivery Format

- Each session within this course will follow a similar format of mixing asynchronous and synchronous content
  - Asynchronous content

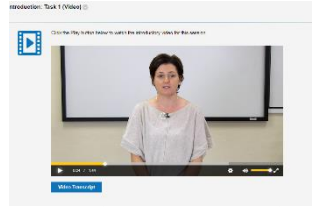
Content that the student can complete at their own pace at a time chosen by them within the session week. A range of asynchronous content presentation mechanisms are available - pre-recorded lectures/PowerPoint presentations, activities based around library readings, the use of web resources such as videos/animations/quizzes and tools such as Blackboard Learn's discussion forums, blogs and wikis.

- Synchronous content

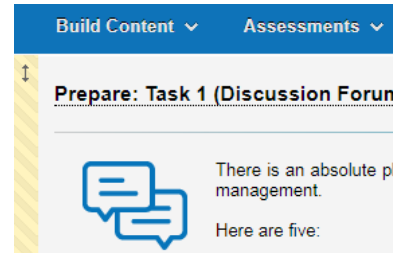
Real-time interactions between online lecturer and student. The student will have the week to complete the activities presented in the asynchronous content, before attending the synchronous element, where any queries can be raised, clarified and discussed in much more depth.



# What a “session” looks like



**Introduction**



**Prepare**



**Extend**



**Recall**



**Apply**

**Apply: Task 1 (Blog)**



Consider a cha  
 • What typ  
 Please write a s  
 1. A brief o  
 2. Why the

**Apply/ Reflect**



**Study**



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School of Psychology

Models of Organisational Change

Focus: Three categories of model

- For the purposes of this presentation I am going to focus on three categories of model:

Evolutionary

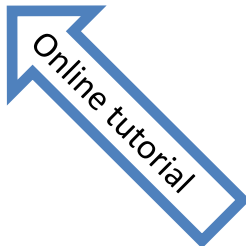
Teleological

Social Cognition

- Each category will be discussed around three areas:
  - Major assumptions

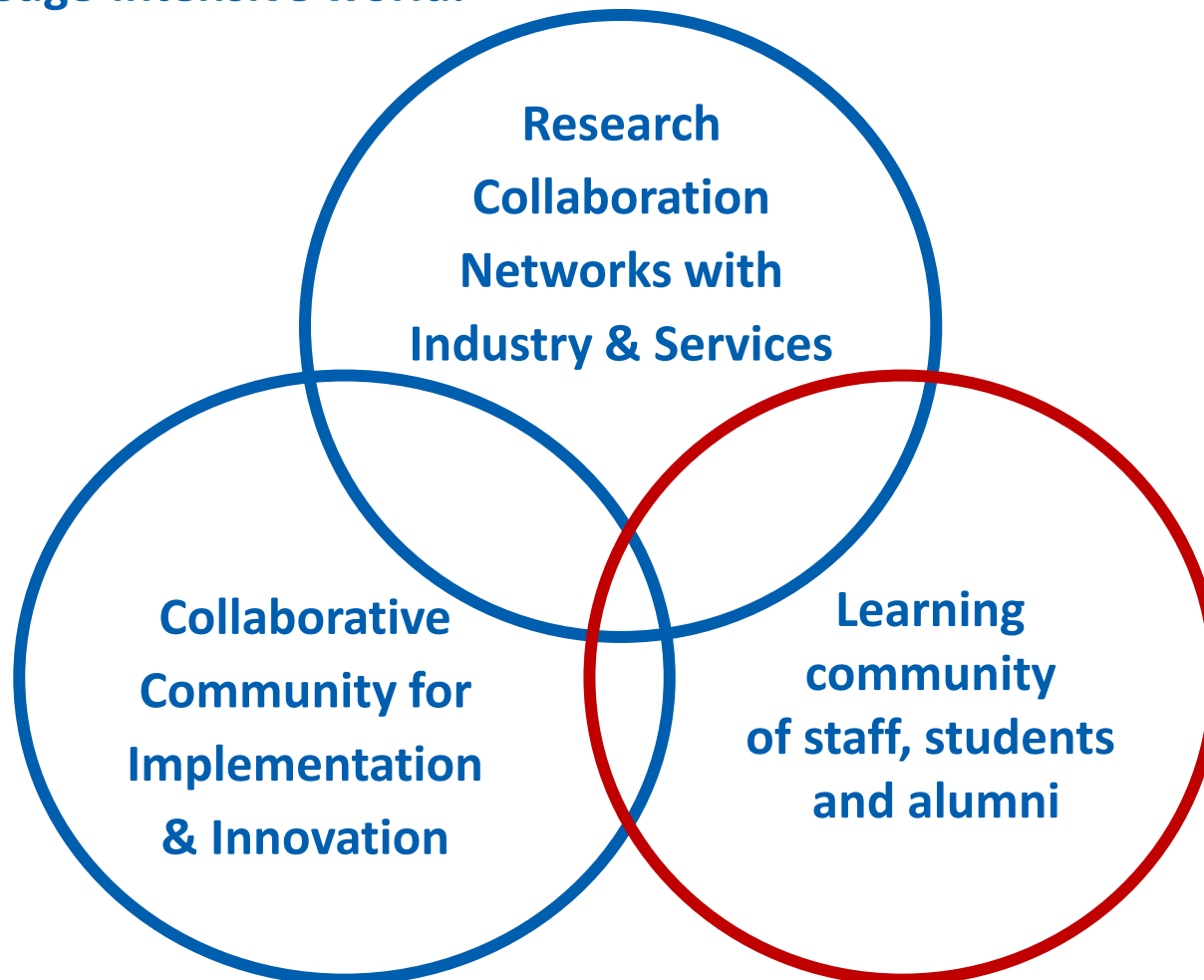
Menu Notes

- Introduction
- Organisational change
- Definitions of change
- Models of change
- Categories of models
- Focus: Three categories of model
  - Evolutionary
  - Teleological Social
  - Cognition
- Merging models
- Summary



# Programme Aims – Innovation Community

Trinity College Dublin as a source of serious innovation in a global connected knowledge-intensive world.



# Entry Requirements

- This course is designed to meet the needs and enhance the skills of professionals across all industry areas.
- It is open to all professionals with an interest in the area of understanding and managing risk.
- Ideally applicants will already be working in a risk based role or have an interest in moving to one.
- The course is also designed to allow those not currently in a work setting to fully benefit and participate in the course.

# How to Apply & Tuition Fees

- Short online application form / Closing January 24<sup>th</sup>, 2022
  - <https://www.tcd.ie/cihs/cpd-courses/riskmanagement/>
  
- Collecting the following information
  - First Name
  - Surname
  - Email Address
  
- Tuition Costs
  - €1,500

# Resources and Support

- Application Process
- Online Support for Student Learning Platform
- Mentor for Action Learning Project
- Dedicated Support from Course Administrator for the duration of your study





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## Contact Details

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Questions?

&

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