



CASE STUDY

Risk Management Training

The client A County Council with a population growing upwards from 700,000 people and covering one of the largest geographic areas in England. Over the years it has had several changes of leadership which caused performance to suffer, but a radical overhaul of its approach has made it one of the best performing councils in the country.

The challenge The client wanted to implement risk management training for staff, management and members. Liz Taylor Risk Consulting spent time with the client mapping the goals for the training in the short, medium and long term. The small risk management team was struggling to cope with the day to day pressures and demands on them and had yet to make the breakthrough where the services were managing risks for themselves. Whilst the temptation was to plunge in and design a training programme right away, LTRC suggested that a tactical approach of getting the services to take control of the training would be more beneficial.

The response The services nominated risk co-ordinators at service head or deputy service head level, and LTRC undertook an intensive training and planning programme with the co-ordinators. The next phase of training was then undertaken with the risk co-ordinators taking more of a lead for the training with guidance from the consultants.

The risk co-ordinators worked at making the training practical and applicable to the day to day jobs of all the participants, and committed their time to ensuring that the outcomes of the training resulted in massive improvements in the way in which risk was managed at service level.

The outcome As the content and design of the training had been undertaken by the risk co-ordinators they felt that they owned the process and were able to tailor the training for their own teams with real life case studies.

As the programme went on, more and more people heard about how useful the workshops were and there was a demand for signing up for the training. There was a resultant attendance of over 100% for all the courses and all courses scored over 90% on all aspects measured from the feedback.

There are a number of providers who can deliver risk management training. However, what matters is that the training results in embedding risk management into day to day activities.

LTRC undertook a programme to ensure that services took ownership of risk management through a radical approach.

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This method worked so well that the client is now using LTRC to do the same programme with respect to Business Continuity training and also in working with Partners.

Key points

- Need for clear goals for training
- Encourage ownership through participation
- Raise awareness

For further information about our training courses, go to

<http://www.liztaylorriskconsulting.co.uk/training/>