

# PERSONAL AND PROFESSIONAL RESILIENCE: GETTING ON THE FRONT FOOT

## SATARLA RISK MANAGEMENT





SATARLA is a risk management consultancy. Our diverse team has hands-on experience in implementing integrated and sustainable risk management from site to board level across multiple geographies and industries.

**RISK | TRAINING**

**RISK | CONSULTANCY**

**RISK | RESEARCH**







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**HEBCoN**  
Higher Education Business Continuity Network

**SATARLA**  
Risk Training | Consultancy | Research

**Dr Sarah Gordon**

- Passionate about making risk management practical and truly valuable to decision makers
- Member of iIRSM
- Certified Member of the IRM, co-author and accredited trainer for IRM training courses
- Honorary visiting lecturer at Imperial College London and Research Associate at the University of Johannesburg
- CEO & co-founder, *Satarla Risk Management*
- Member of Inspiration-All
- Trustee for Geology for Global Development
- Co-founder *Responsible Raw Materials*.

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**HEBCoN**  
Higher Education Business Continuity Network

**SATARLA**  
Risk Training | Consultancy | Research

**PERSONAL AND PROFESSIONAL RESILIENCE:**

February 2021 – New home and Satarla Scottish office (note the solar panels....)

22nd March 2020 – Satarla London training centre....

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**With the changing context, there is always a new priority**

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```

graph TD
    1[1. Define context & objectives] --> 2[2. Assess risks]
    2 --> 3[3. Manage risks]
    3 --> 4[4. Monitor, review, report]
    4 --> 1
    subgraph Center
        1
        2
        3
        4
    end
    Center --- CenterText[Risk-based decision making and action]
  
```

How much can you, and do you want to do to manage potential risks?

I / my family & friends might get ill?    Do we have enough supplies?    Quite exciting    Are we going mad?    Should have bought shares in Zoom    Money! Money!    Ease lockdown    Options for action = array of risks to consider

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**Was Covid-19 really a Black Swan...?**

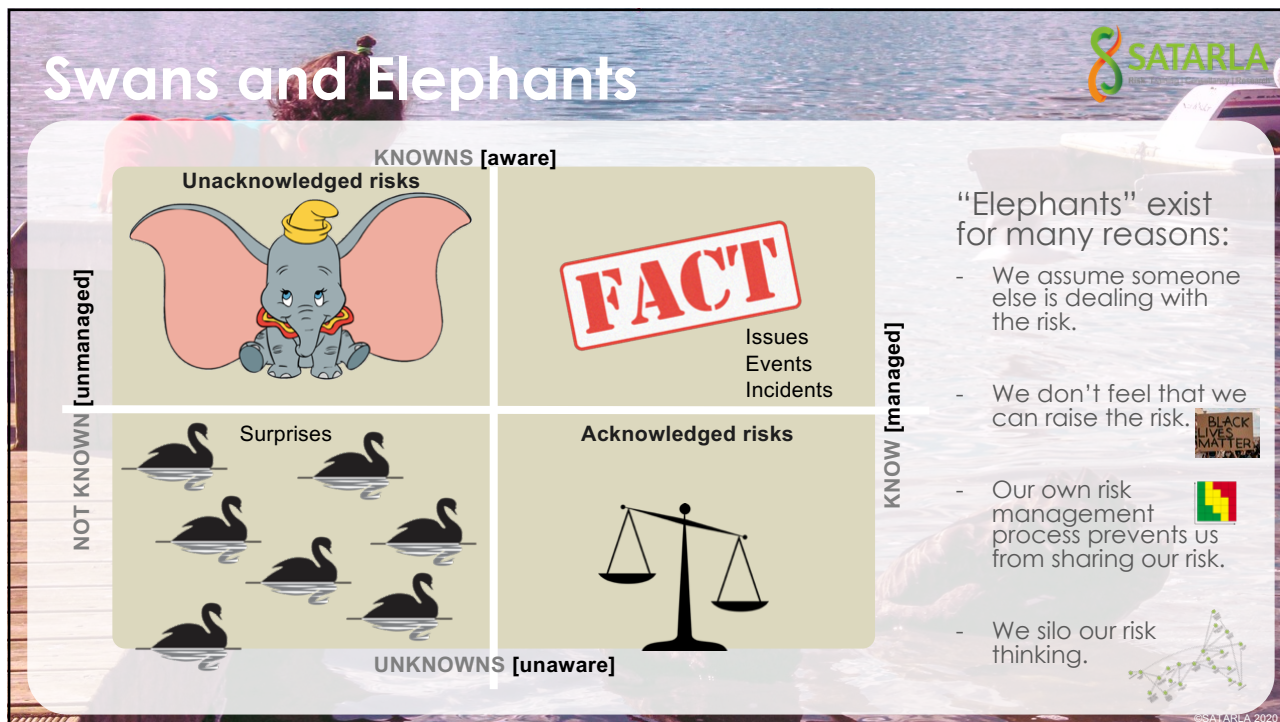
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**The Black Swan**  
Nassim Nicholas Taleb  
The Impact of the Highly Improbable

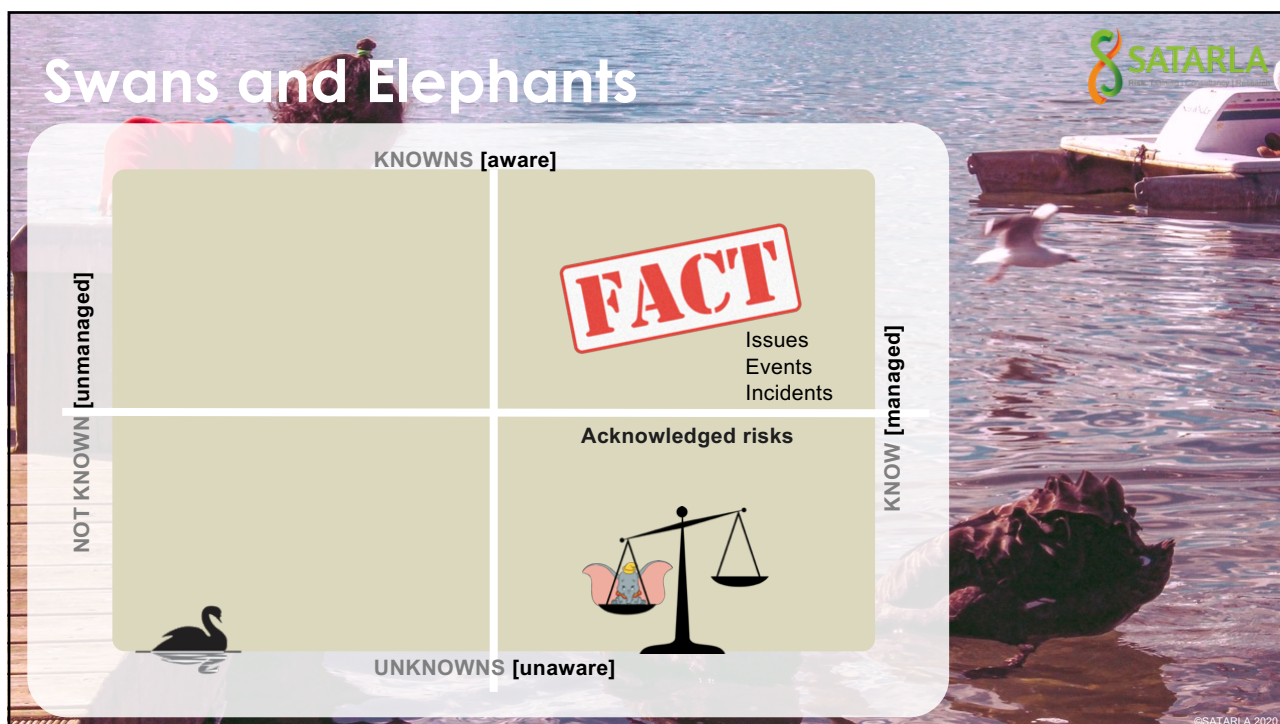
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# However... no risk occurs / evolves in isolation

Risks are interconnected.

Risk focal points change as the context of the environment in which we are operating change.

One person's risk is someone else's cause / consequence

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# ...and to what extent is it ok for a risk to vary?

“how much risk is too much risk?” = risk appetite and tolerance...

[Note: causal analysis + risk appetite and tolerance... we are getting in quite deep!]

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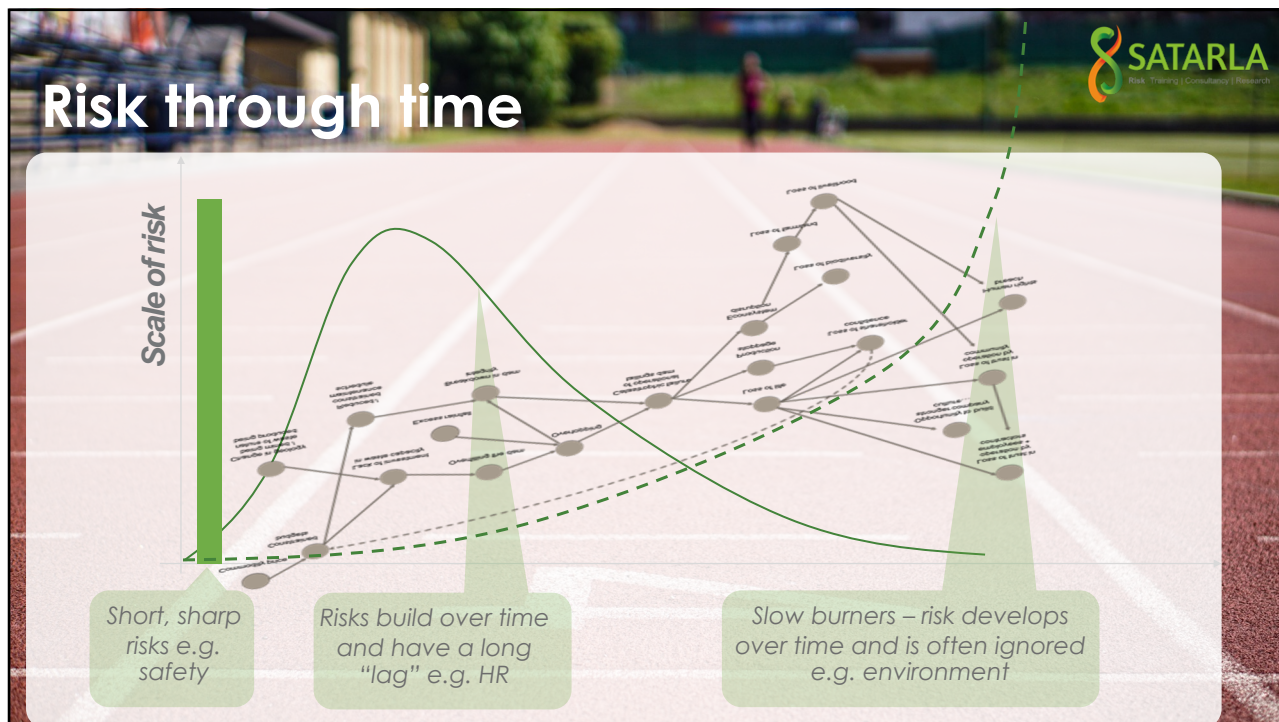


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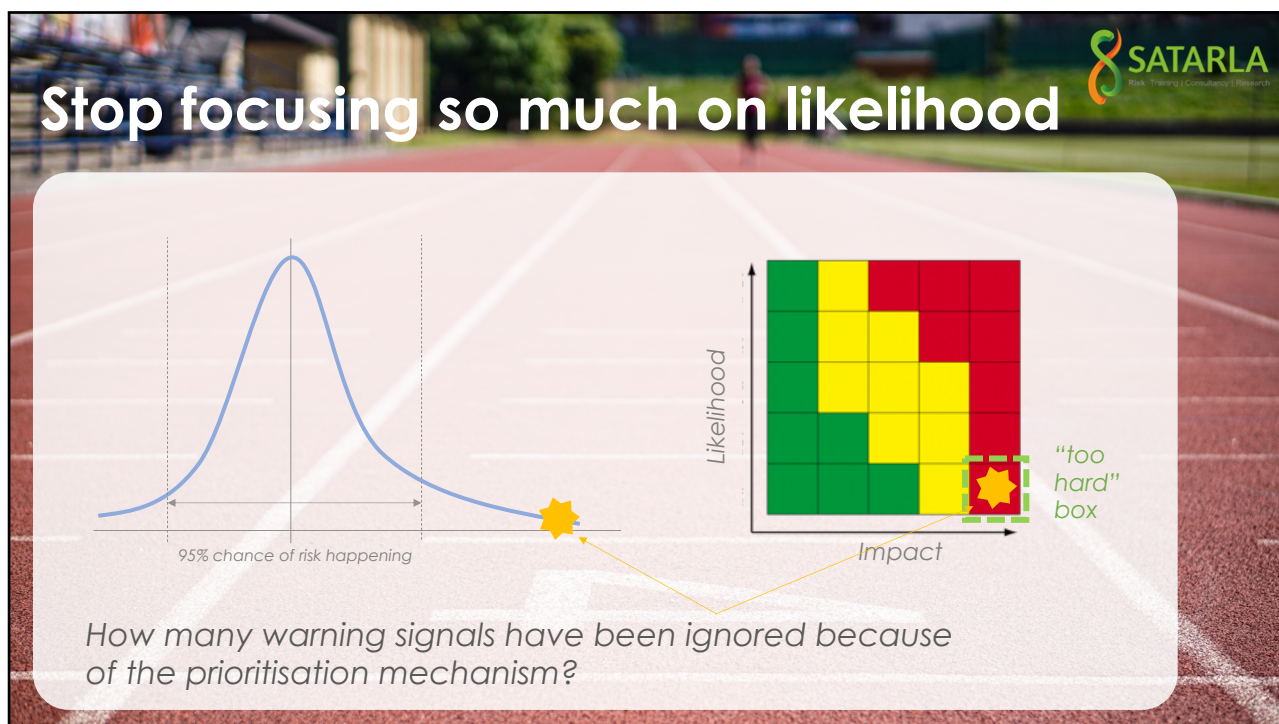


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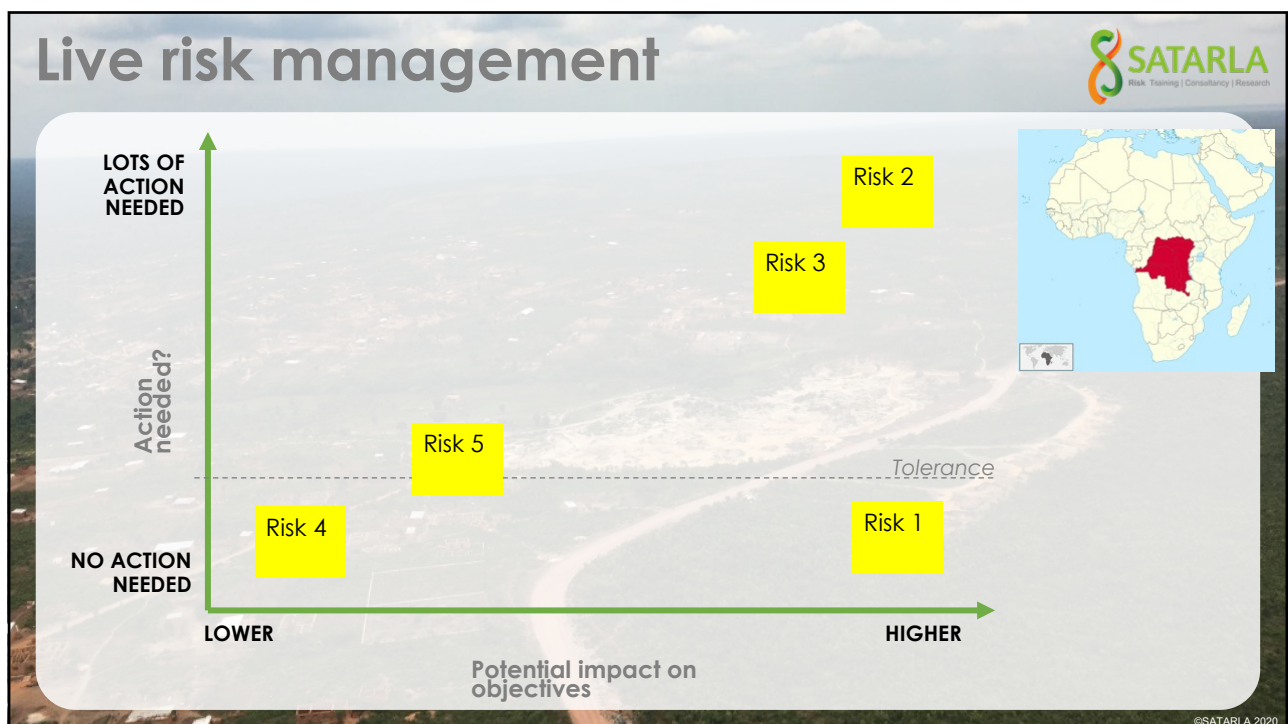


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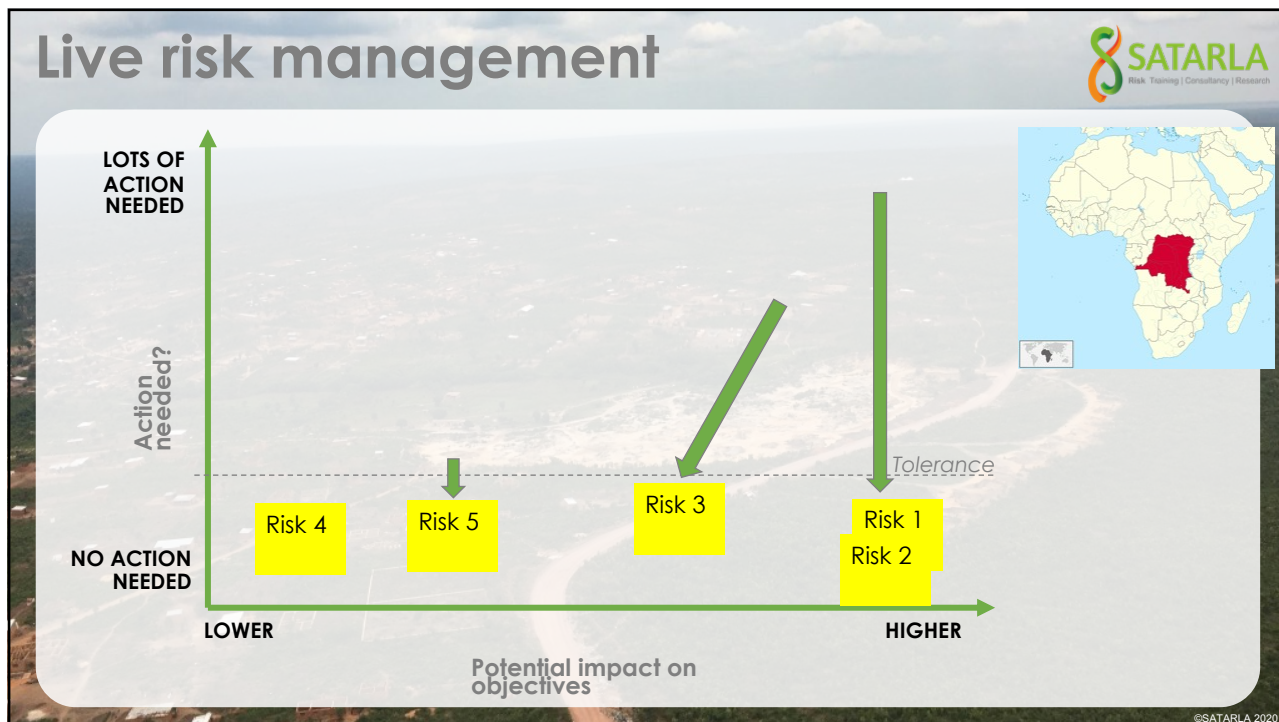




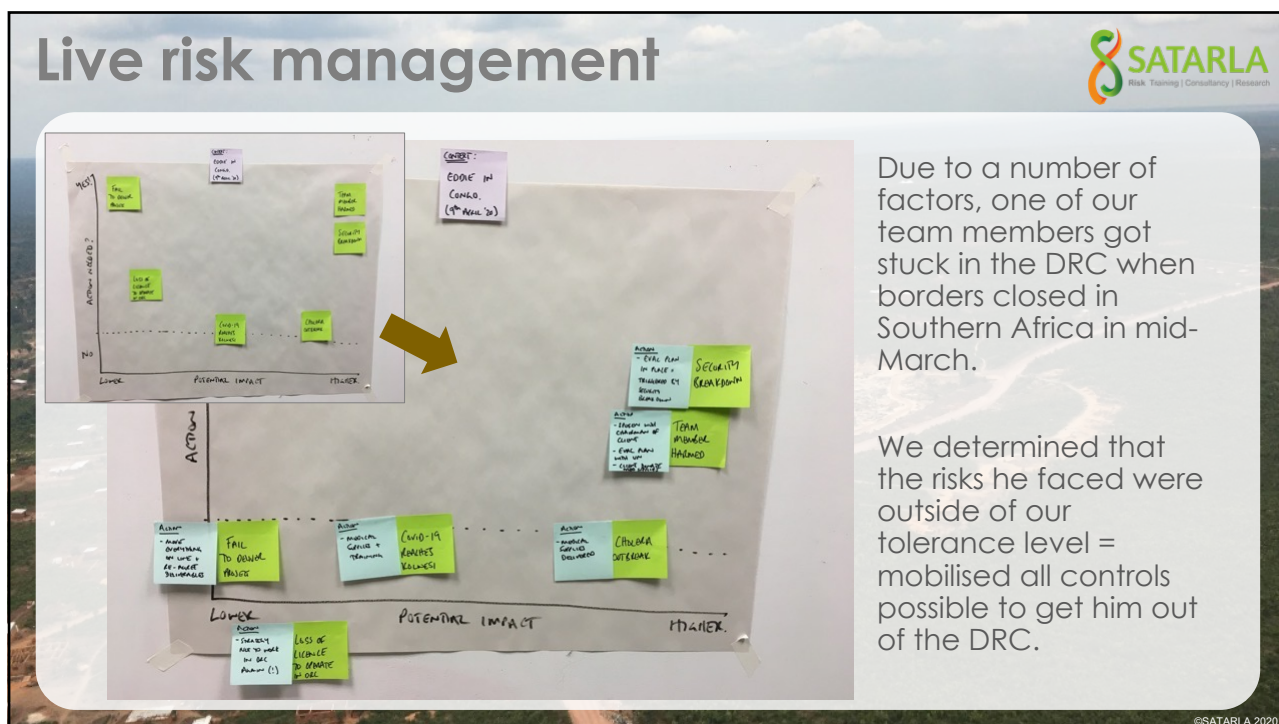
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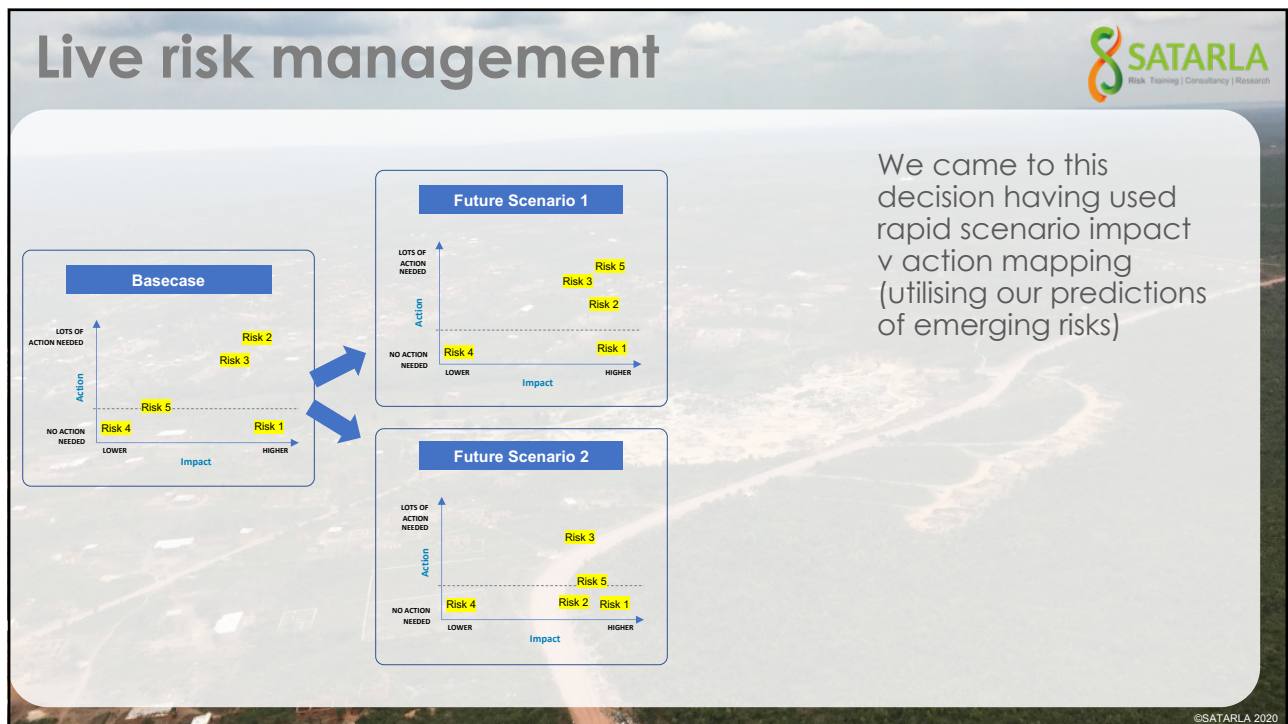


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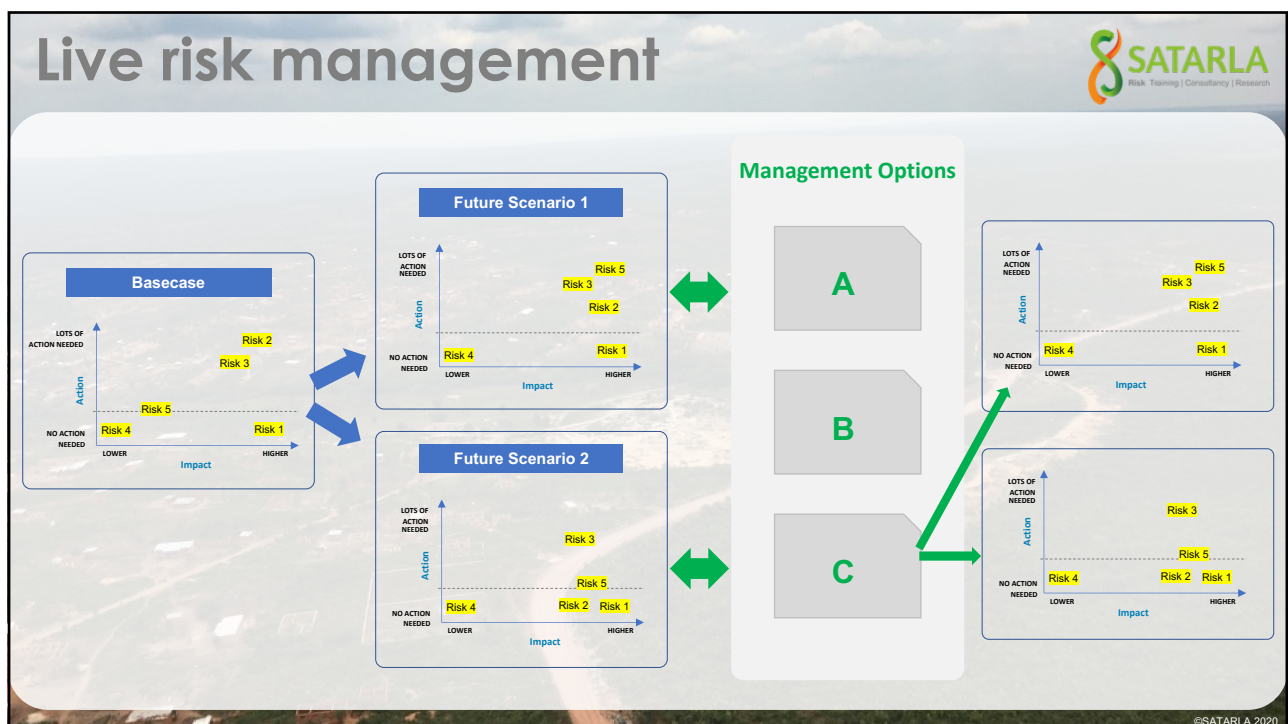


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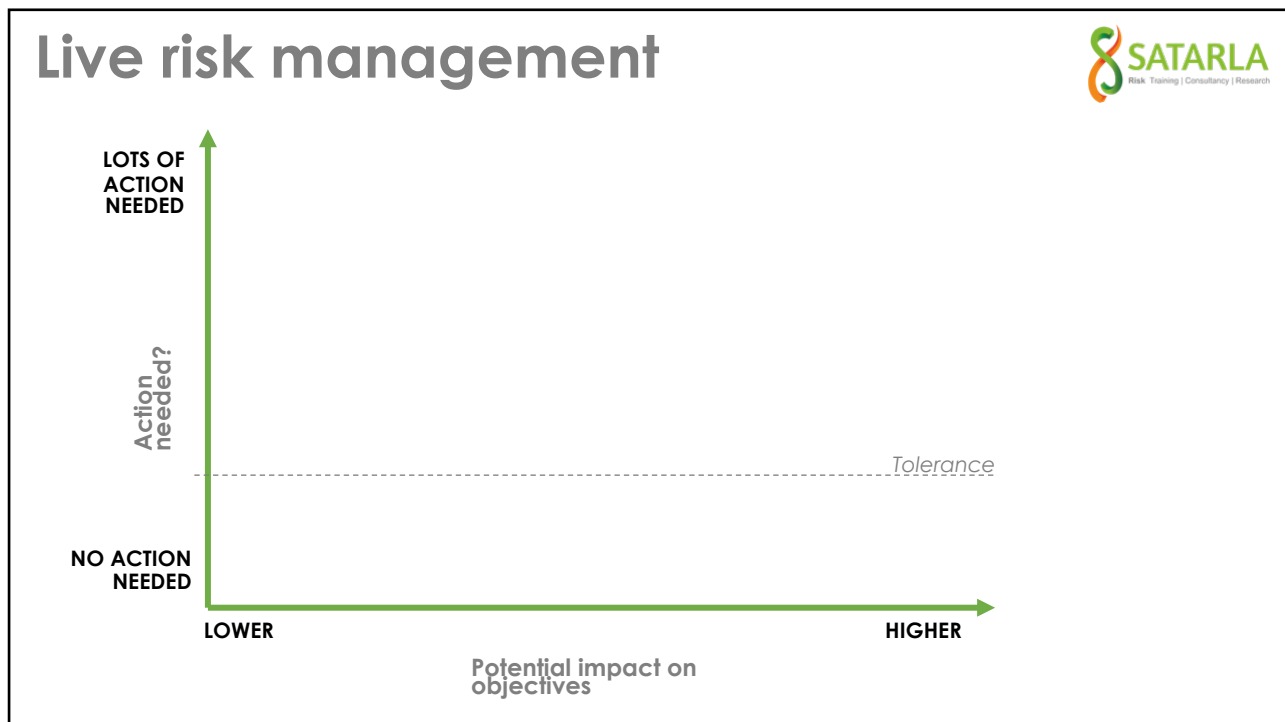




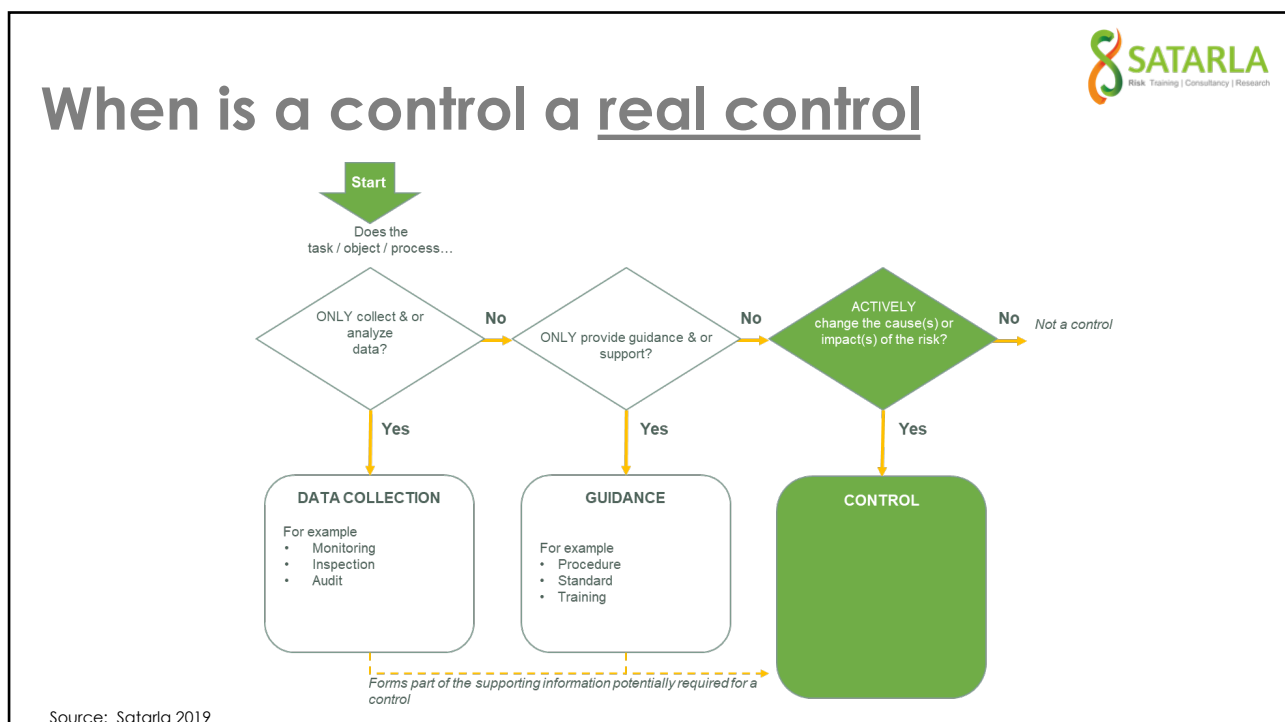
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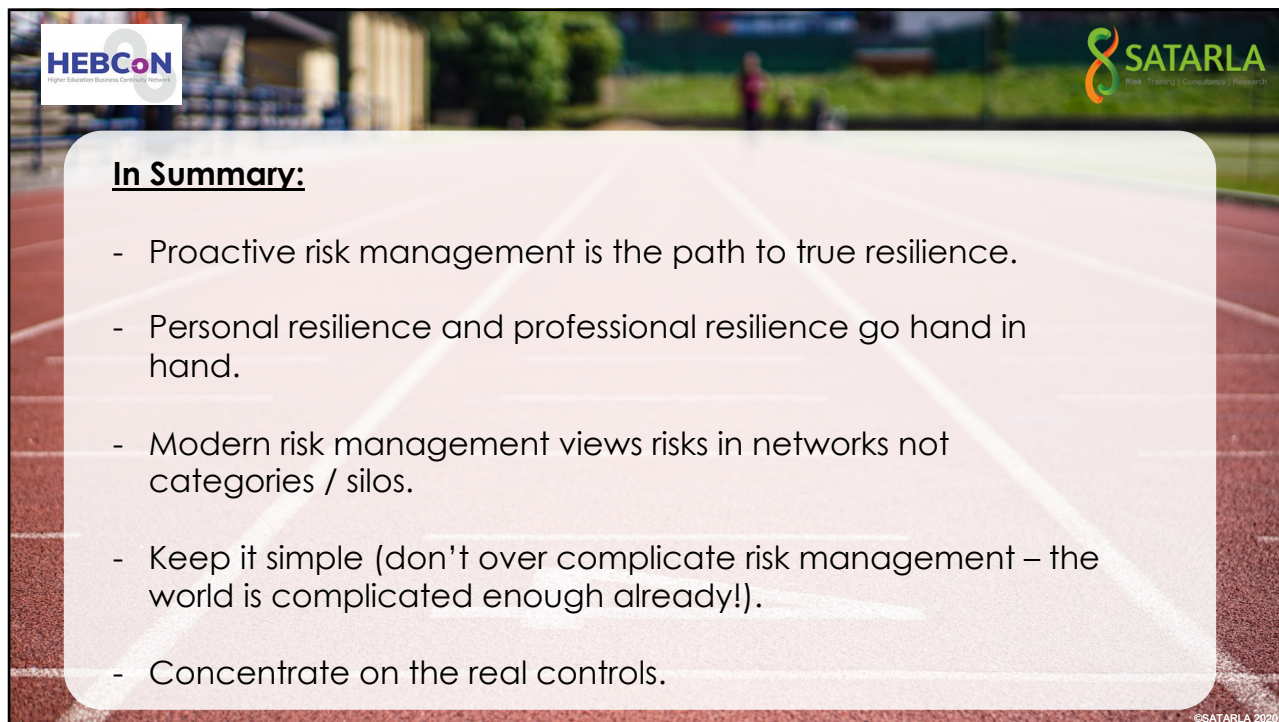


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Slide 25 features a background image of a red running track with white lane markings. In the top left corner is the HEBCoN logo (Higher Education Business Continuity Network). In the top right corner is the SATARLA logo (Risk Training | Consultancy | Research). A semi-transparent white rounded rectangle in the center contains the text 'In Summary:' followed by a bulleted list of five points. A small copyright notice '©SATARLA 2020' is in the bottom right corner.

**In Summary:**

- Proactive risk management is the path to true resilience.
- Personal resilience and professional resilience go hand in hand.
- Modern risk management views risks in networks not categories / silos.
- Keep it simple (don't over complicate risk management – the world is complicated enough already!).
- Concentrate on the real controls.

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Slide 26 features the same background image of a red running track. It includes the HEBCoN and SATARLA logos in the top left and right respectively. On the left side, the title 'PERSONAL AND PROFESSIONAL RESILIENCE: GETTING ON THE FRONT FOOT' is written in large, bold, white capital letters. On the right side, a semi-transparent white circle contains the word 'Agenda' in blue, followed by a bulleted list of five items. A small copyright notice '©SATARLA 2020' is in the bottom right corner.

**PERSONAL AND PROFESSIONAL RESILIENCE: GETTING ON THE FRONT FOOT**

**Agenda**

- Was Covid-19 really a black swan?
- Networks and appetites
- Simple risk management
- Impact v. action
- Controls!

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# RISK IMPACT VS ACTION MAP

## WHAT

IS AN IMPACT VS. ACTION MAP?

A method to prioritise risks by measuring impact to the organisation / project / task against the level of action needed or able to be taken



Visual tool to highlight the risks above the desired tolerance levels

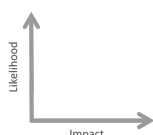
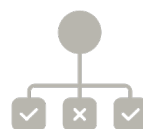
Visual tool to highlight risks where action is required immediately or where controls are weak



## WHY

DO PEOPLE USE THEM?

Presents a lot of risk information in a very simple and clear manner



Avoids unnecessary debate on likelihood and materiality

Brainstorming and communication tool



Prompts robust discussions to be made regarding necessary actions, controls or prioritisation of risks.

## WHEN & WHERE

ARE THEY USED?

For any decision-making activity [useful to compare options relative to each other]



To track changes over time, i.e. changes in the internal or external context

To focus attention

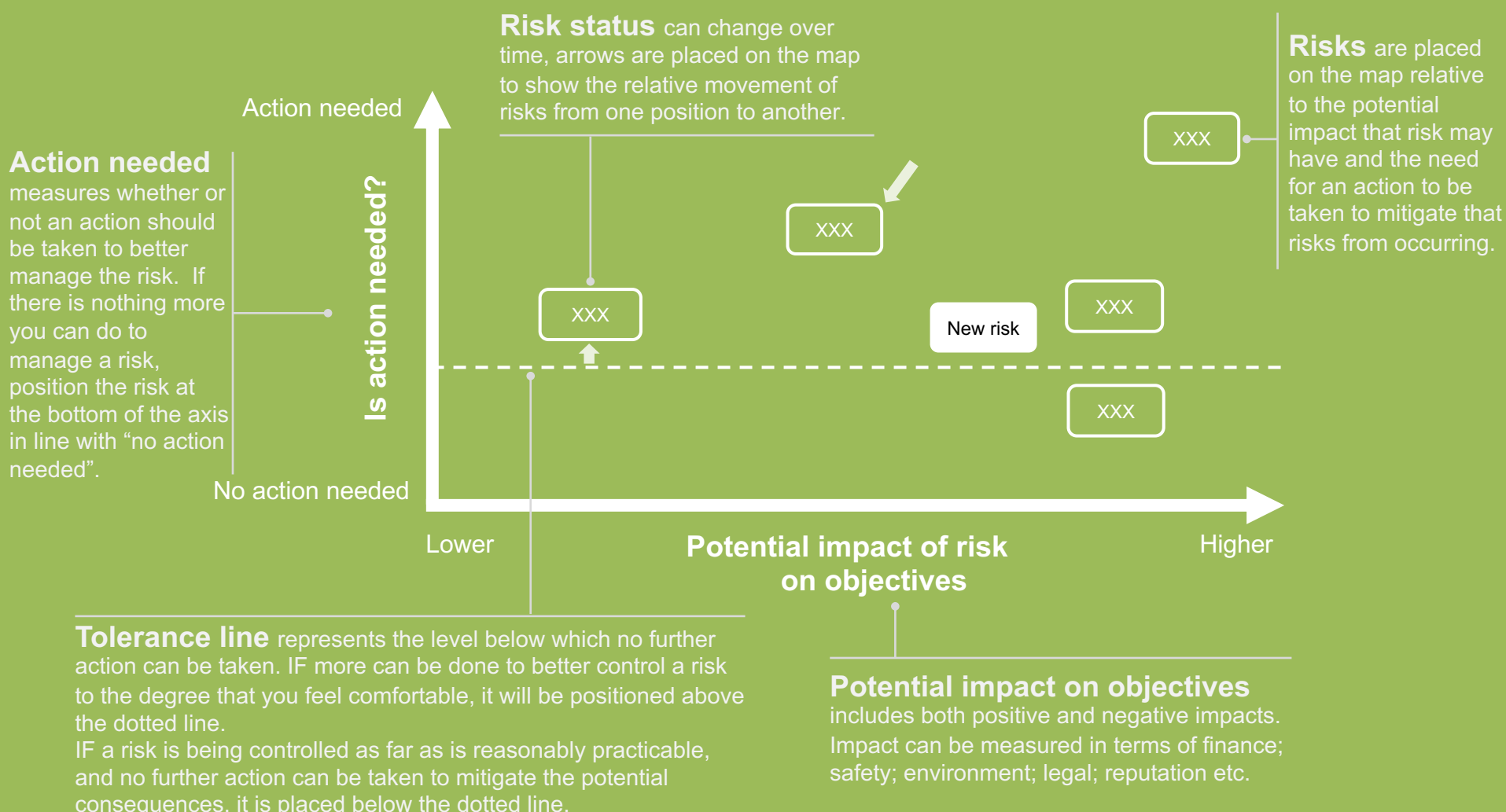


As a high level dashboard



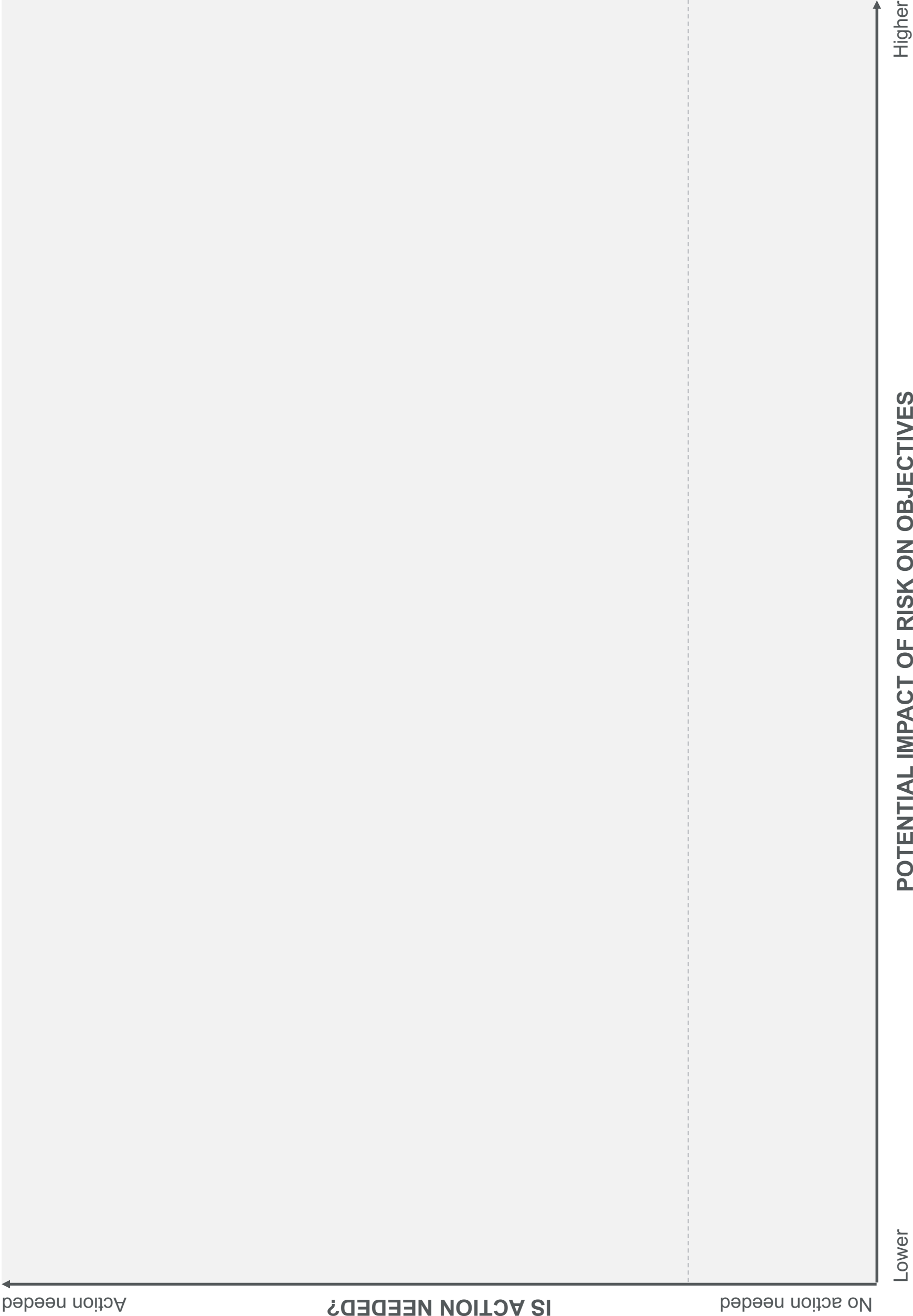
## HOW

ARE THEY BUILT?





# RISK IMPACT VS ACTION MAP





If you would like to find out more about what we do, please see our website:

[www.satarla.com](http://www.satarla.com)

[contact@satarla.com](mailto:contact@satarla.com)

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