



## Crisis Management Workshop for NGO Operations Workshop Schedule



Session - Time		TOPIC
<b>DAY 1 – Thursday 17 November</b>		
1.0	09:00-09:15	Introduction by <i>Mr. Shigemi Jomori</i> , Director, Non-Governmental Organizations Assistance Division, Ministry of Foreign Affairs of Japan
1.1	09:15 – 10:30	<p>The Humanitarian Security Environment today</p> <ul style="list-style-type: none"> <li>• Trends in insecurity</li> <li>• Current and Specific Threats by regions</li> <li>• Risk Matrix Concept</li> <li>• UN Security Organisation and Security Phases</li> </ul>
1.2	10:30 – 10:45	Break
1.3	10:45 – 12:15	<p>The Security Triangle (Acceptance, Deterrence, Protection)</p> <ul style="list-style-type: none"> <li>• Many strategies required to reduce risk.</li> <li>• Managing organisational risk</li> <li>• Protection measures</li> <li>• Deterrence measures</li> </ul>
1.4	12:15 – 13:45	Lunch
1.5	13:45 – 15:15	<p>Responses in Remote Areas</p> <p>Trip threat and risk perception</p> <ul style="list-style-type: none"> <li>• Trip planning</li> <li>• Trip preparedness</li> <li>• Emergency Procedures</li> </ul>
1.6	15:15 -15:45	Break
1.7	15:45 – 17:15	<p>Office Security</p> <ul style="list-style-type: none"> <li>• Office security strategies</li> <li>• Preparedness for Evacuation</li> <li>• Personal tips for day to day safety.</li> </ul>

1.8	17:15 – 19:15	<p>Awareness</p> <ul style="list-style-type: none"> <li>• Firearms Review</li> <li>• ICRC training film (10 mins)</li> <li>• Bombs and booby traps</li> <li>• Mine recognition and awareness</li> <li>• UNMAS Film (10 mins)</li> <li>• Personal strategies</li> </ul>
<b>DAY 2 – Friday 18 November</b>		
2.1	09:00 – 10:30	<p>Working with the Military</p> <p>Survey of different organisations and cultures</p> <ul style="list-style-type: none"> <li>• Understanding (organised) military culture</li> <li>• Review of military ranks</li> <li>• Examples of Typical military/humanitarian cooperation</li> </ul>
2.2	10:30 – 10:45	Break
2.3	10:45 – 12:30	<p>Reporting and Information Management</p> <ul style="list-style-type: none"> <li>• Reporting Thresholds:- To report or not to report</li> <li>• Systems protocols</li> <li>• Incident reporting exercise</li> <li>• Accessing and assessing report information</li> </ul>
2.4	12:30 – 13:45	Lunch
2.5	13:45 – 15:15	<p>Stress Management</p> <ul style="list-style-type: none"> <li>• Causes</li> <li>• Recognising signs of burnout</li> <li>• Film. “All in a Days Work” (UNHCR Somalia) 10 mins</li> <li>• Managing your own and others stress</li> </ul>
2.6	15:15 – 15:45	Break
2.7	15:45 – 17:15	Open Forum <span style="float: right;">All</span>
2.8	17:15 -17:30	Closing remarks by <i>Mr. Kenji Isezaki</i> , Director, Japan Center for Conflict Prevention
2.9	17:30 -18:30	Reception

Trainers: *John Campbell* and *Leigh Hollingsworth*, UNHCR