

Risk Management Made Simple **Advisory**

Welcome to the FREE Online Newsletter about **Systematic Risk Management**
for **executives** and **management professionals**
from *Risk Wise Inc.* and **Diana Del Bel Belluz**

March 2013

BONUS RESOURCE: Communication Skills for Effective Risk Management

By Diana Del Bel Belluz, M.A.Sc., P.Eng.

If you're like most executives, you would agree that communication is crucial for effective risk management. But is that only lip service? Do you know what is required for effective communication about risk? **Are your people skilled in having conversations that support a culture of inquiry** (one of the healthy risk culture traits in this month's **Feature Article**)?

I recently had the opportunity to collaborate with **Mary Ann Archer** of **Nxknowledge** to deliver education to the board and executive team of a nonprofit organization on how to communicate more effectively about enterprise risks. I was impressed with how she helped the group to quickly enhance their communication skills.

Nxknowledge has developed **Productive Business Conversations (PBC)**, an online resource aimed at helping managers to improve the quality of their conversations. PBC is an interactive resource tool with five modules that help you to explore how you can:

- understand assumptions and what to do to question them (**Assumptions** module)
- understand the ways beliefs about yourself affect your performance (**Self-Beliefs** module)
- increase candor in your conversations and meetings (**Undiscussables** module)
- extend your understanding and broaden your perspective about issues that matter (**Core Skills** module)
- improve the quality of meetings by using a step-by-step planning process (**Planning Template** module)

While there are a variety of companies and books devoted to the topic of improving your business

conversations, **the advantage I see with PBC is its pragmatic nature**. It has just-in-time tips and tools that can be downloaded and taken directly into a meeting. The PBC site has been proven through a combination of extensive research and thorough testing in many business environments.

I particularly like the I D E A S planning template.

It enables leaders and teams to develop a shared understanding of the issues before them, thoroughly explore potential solutions and make decisions that account for multiple perspectives with this process:

- I** - Identify/frame the issue
- D** - Dialogue: develop shared understanding
- E** - Explore solutions
- A** - Action: Making decisions and planning
- S** - Specify outcomes and learnings

I D E A S provides a useful framework to guide business conversations and can also be used as a template to prepare for a conversation. This process is most effective when the issue is complex and requires some dialogue and shared understanding. Where the issue is a simple one requiring an either/or decision, you may not need to use the entire process.

The **Productive Business Conversations** resource is designed to take you on a journey of applied learning that can last for one minute or 25 minutes, depending on the time you have available.

To view a demo of this online resource, visit:

<http://www.nxknowledge.com/>

Upcoming Events and Special Offers*

- **WEBINAR:** [Managing Enterprise Risk: Common Mistakes Executives Make](#) hosted by **Powernoodle** on **April 4, 2013 at 12:00pm EDT**. **Diana Del Bel Belluz** of **Risk Wise** will be the featured speaker. There is no charge for this event, but advanced registration is required.
- **COURSE:** [Risk Governance for Health Care Boards and Senior Management](#) offered by the **Ontario Hospital Association** on **April 8, 2013** in **Toronto**. This is the third time that **Diana Del Bel Belluz** of **Risk Wise** will be co-leading this course.
- **SYMPOSIUM:** [Enterprise Risk Management: A Critical Self Reflection](#) presented by the **Society of Actuaries** and **PRMIA** (Professional Risk Managers International Association) on **April 22-24, 2013** in **Chicago**. **Diana Del Bel Belluz** of **Risk Wise** will deliver a presentation on *Culture: The Key to an Effective ERM Program*. Diana will also make a co-presentation with **Leslie Thompson** on *Enhancing Board-Management Dialogue on Risk Appetite*.
- **CONFERENCE:** [Change 2013: The Art and Science of Leading Change](#). **The Conference Board of Canada** will present this event on **May 9-10, 2013** in **Toronto**, Ontario. Implementing risk management is an exercise in organizational change. This event will help you to cultivate the essential change leadership skills you need to successfully implement risk management in your organization.
SPECIAL OFFER: *Risk Management Made Simple Advisory* subscribers are eligible for a **\$460 discount** on this event. Note: this discount is valid for new registrations only. All subscribers have been sent the special code required to access this discount. If you're not yet a subscriber and wish to access this special offer, [click here](#) to sign up for your complimentary subscription to the *Risk Management Made Simple Advisory*.
- **CONFERENCE:** [Leadership Lessons from Undercover Boss Canada](#) in **Toronto**. **The Conference Board of Canada** will present this event on **May 27, 2013** in **Toronto**, Ontario. This event has lots to offer for ERM leaders.

* For details on these and other events and offers, visit: <http://www.riskwise.ca/events.html>

About Us



Diana Del Bel Belluz
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Diana Del Bel Belluz, M.A.Sc., P.Eng., is a risk management advisor who **helps executives in complex organizations to implement systematic and sustainable risk management practices**. Since 1990, Diana has been doing **leading-edge risk work** for a wide range of organizations in the corporate, government and nonprofit sectors.

In addition, Diana **advances the field of risk management** by **teaching** university courses and management training seminars, **speaking** at conferences and **authoring** publications on a wide range of risk management topics.

To learn more about Risk Wise, contact Diana Del Bel Belluz directly at: Diana.Belluz@riskwise.ca



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