

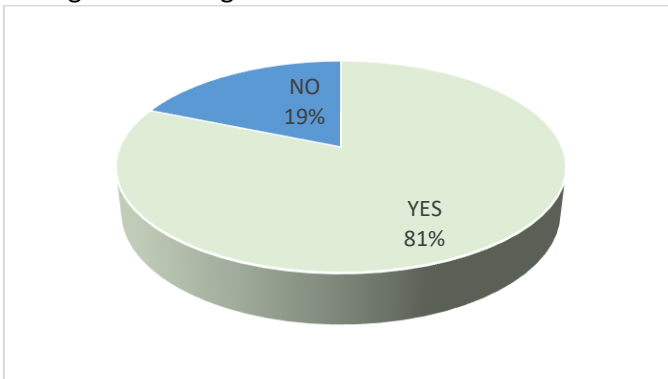


HUMANE webinar 25 June 2020

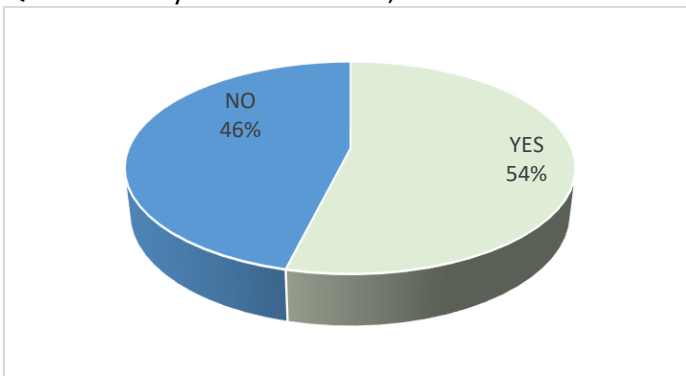
Emergency management and learning. Will we learn lessons from the pandemic?

1. First poll

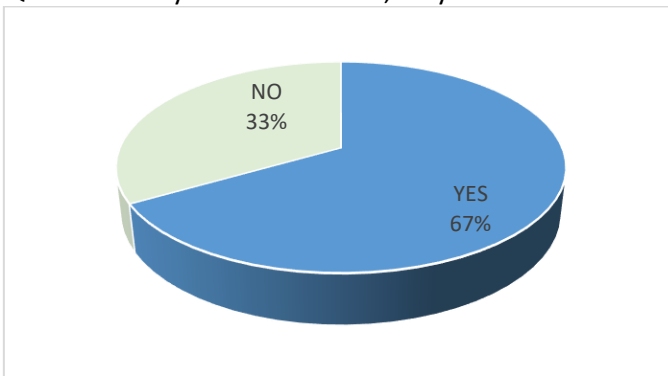
Question 1: Has OR will your university undertake a review of its emergency management arrangements in light of the Covid-19 crisis?



Question 2: If you answered YES, will the review use a formal methodology, or not?



Question 3: If you answered NO, do you think a review should be undertaken?



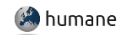
2. Questions raised in the chat box during the panel session:

- Beatrice Allen: How do you decide which convenor something falls to- surely many things overlap? Who do the convenors discuss their ideas with? Our problems are made much more complex by a very flat decision making structure.
- Teresa Cheung: What are the specific lessons learnt as you begin recovery management? Including financial recovery.
- Britta Piel: Did and do you have a specific communication strategy to go with your crisis management?
- Ingeborg Amnéus: Have students been involved in the crises management in some way?
- Kirsty Waalker: Good morning everyone from UCL, London. Thank you Stephen for your excellent presentation. I agree with your point about the importance of regular comms - we introduced Daily updates for all staff very early on in the pandemic which are still getting consistent 30-40% open rates. Can I ask about whether you have / or are planning to move out of your Crisis Structure back to BAU structures and what measures you would require to be in place before doing so.
- Remco Kouwenhoven: How do we make sure that the lessons learned not only apply to managing crisis, but also to preventing crisis? In other words: do the lessons learned contribute to a more robust organization?
- Beatrice Allen: Thank you for that answer, it was really useful.
- Aaron Tshidzumba: Stephen Weller, how did you manage International students during the crisis?
- Kirsty Waalker: There is a lot of talk about the 'new' normal. What do the panel think will change in the global HE sector as a result of the pandemic. e.g. distance learning, home working, less physical campuses.

3. Responses to final poll



Based on today's discussion, take **60 seconds** to describe the **ONE** key element of a lessons learned process you will recommend being part of any future review at your university.



Beatrice Allen:	A previously agreed hierarchy for decision making.
Stephen Weller:	Embed role substitution and rotation for Incident Convenors.
Remco Kouwenhoven:	Substitute crisis team members
Britta Piel:	Involving students in the crisis management team
Vassilis Protopapas:	One step ahead
Agata Wojciechowska:	Communication strategy
Aaron Tshidzumba:	Communication Strategy changes from the old one to new one influenced by the Crisis
Teresa Cheung:	Clear governance and decision maker
Kirsty Waalker:	Involving students and unions with the crisis structure to ensure wider consultation
Stephen Weller:	Involving Student Leaders and Union Leaders in Crisis Team
Loredana Luzzi:	To take decisions quickly