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2002 Executive Education Rankings

2003 VISITOR SERIES

Two day non-residential program

Sydney

7 – 8 July 2003

Melbourne

14 – 15 July 2003

Risk Management

Assessing and reducing risk in your business

Presented by:

Professor J. Davidson Frame
Academic Dean,
University of Management
and Technology, USA



Shine on



Executive Education E-Snapshot

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Overview

As a manager you continually face risks. Risk is endemic to your daily operations, whether it is the risk of a network crash, a product being developed late or a new technology failing.

Risk Management gives you a step-by-step approach to identifying risks, assessing their impacts and developing strategies to deal with the fallout. You will learn the underlying nature of risk and how people differ in their willingness to take risks. We will also show you how to use basic statistical techniques to make effective risk management decisions.

Aside from theory, you will study real world examples illustrating how risk can be handled (or, regrettably, mishandled). The program makes heavy use of case studies of risk events, both famous and mundane.

Designed to Help Professional Risk Managers – and Risk Takers

Risk Management will be of benefit to senior product managers, project managers, risk managers, financial controllers, business planners, analysts, consultants and general managers.

By the end of the program, you will understand why risk management is crucial to effective operations. You will know the key issues giving rise to risk and uncertainty in business and government. You will learn the skills and techniques necessary for effective handling of risks arising from within your own

company, from your competitors and from government regulators. You will also learn how those skills and techniques can be developed and supported.

Today you can use a number of software tools that greatly assist in assessing and modelling risk events. A leading tool, *@Risk*, will be demonstrated to give you a view of the kinds of decision support systems currently available.

Capabilities Addressed

- Risk evaluation
- Risk reduction
- Contingency planning
- Crisis management
- Organising for risk

Key Benefits

- Understand why risk management fundamentals are crucial to effective operations
- Discover the key issues giving rise to risk and uncertainty in business and government
- Explore the skills and techniques necessary for effective handling of risk
- Understand how risk management skills and techniques can be developed and supported

Agenda and Program Director



Day 1 8.15 – 8.45am Registration and coffee

The risk management process

- The AS/NZS 4360 – 1999 perspective
- Types of risk – project, operational, business, technical, political, regulatory
- Identifying the risk
- Analysing the impact
- Planning the response
- Controlling the response

Identifying risk and its impacts

- Creating risk checklists
- Building an impact likelihood matrix

Lunch

Modelling risk

- Scenario building
- Spreadsheet based models
- Monte Carlo simulation

Reducing the risks of estimation

- Cost estimates
- Schedule estimates
- Human and material resource estimates

5.00pm Day 1 concludes

Day 2 8.30am Day 2 commences

Computer demonstration

- Modelling risk with Monte Carlo simulation using @Risk
- Statistical aspects of risk management
- Using the Beta, normal and triangular distributions
- Expected monetary value (EMV) basics
- Using decision trees

Lunch

Practical steps to reduce risk

- Distinguishing known-unknowns from unknown-unknowns
- Deflecting risk with contracts, insurance, warranties
- Providing contingency allowances and management reserves
- Reducing operational risk through tightened procedures
- Dealing with political risk
- Developing a crisis communication strategy
- Wrapping up

5.00pm Program concludes

You will receive a Certificate of Attendance at the conclusion of the program. In addition, you are entitled to 14

Professional Development Units (PDUs) toward maintaining your Project Management Professional (PMP) certification status.

Free Online Training Program

You will be enrolled in UMT's self-paced, on-line course titled

Communication and Soft Skills. This full scale course highlights the role of communication in effective management and provides insights into the soft side of managing people.

Program Director

Professor J. Davidson Frame, PhD is Academic Dean at the University of Management and Technology (UMT), Arlington, Va. He is author of the newly published *Managing Risks in Organisations*. His *Managing Projects in Organisations* (3rd ed., 2003) is a business best seller. He is also author of *Project Finance: Tools and Techniques* (2003), *The New Project Management* (2002), *Project Office: A Key to Managing Projects Effectively* (1998) and *Project Management Competence* (1999).

Prior to joining the faculty of UMT, Professor Frame was affiliated for nineteen years with the George Washington University, where he served as Chairman of the Department of Management Science, Director of the Program on Science, Technology and Innovation and Director of the International Centre for Project Management Excellence.

From 1990 to 1996 he headed the project management certification program at the Project Management Institute, the world's leading society of project professionals with 100,000 members worldwide. In 1997 – 1998, he was PMI's Director of Educational Services. In 2000 – 2003 he served on PMI's Board of Directors. Professor Frame has consulted with and offered training in many leading organisations including Morgan Stanley, Westinghouse, Credit Suisse, Hoffman LaRoche, AT&T, Lucent, NCR, IBM, Hewlett-Packard, 3M, ABB, Motorola, Citibank, Fannie Mae, Boeing, Bell Atlantic, SITA (France), London International Financial Futures Exchange (LIFFE), the China State Shipbuilding Corporation, the Internal Revenue Service, the US Department of Defence, the White House and the World Bank.

Application

Risk Management

Two day non-residential program

- Sydney 7 – 8 July 2003 Melbourne 14 – 15 July 2003

ENQ

Participant details

name	title		first name	family name
	preferred given name (to appear on name badge)			
position/division				
organisation				
business address				
	suburb/city	state	postcode	
telephone	switch	direct	facsimile	
email				
no. of employees	major industry of employer		main area of occupation	
how did you hear about this program?				
<input type="checkbox"/> direct mail <input type="checkbox"/> past participant <input type="checkbox"/> HR/training department <input type="checkbox"/> my manager <input type="checkbox"/> advertising				
<input type="checkbox"/> website <input type="checkbox"/> other (please specify) _____				

Person in charge of executive development in your organisation

name	title		first name	family name
position/division				
organisation				
business address				
	suburb/city	state	postcode	
telephone	switch	direct	facsimile	

I agree to the conditions of enrolment (we are unable to accept this application unless signed)

name/position	
authorising signature	date

Payment method (payment must be received before the start of the program)

- I enclose a cheque payable to AGSM
- Please charge to my credit card the amount of \$
- Card type: B/card M/card Visa Amex

card number																	expiry date
name on card																	
signature of cardholder																	

Please send an invoice (complete details of the person to receive the invoice)

name	title		first name	family name
position/division				
organisation				
business address				
	suburb/city	state	postcode	
purchase order no.	(if applicable)			

I no longer wish to receive information on AGSM executive programs. Please delete me from your distribution list.

How to enrol

Please complete and fax your application to:

+61 2 9931 9370

If you are sending a cheque please mail to:
Client Services, Executive Education
AGSM Limited
UNSW SYDNEY NSW 2052
AUSTRALIA

Enquiries

Client Services
phone +61 2 9931 9333
email enquiries@agsm.edu.au
fax +61 2 9931 9370
website www.agsm.edu.au

Fee and venue

The program fee is \$2,530 (\$2,300 + 10% GST) and includes all meals and program materials. The Sydney program will be held at the AGSM city campus, 1 O'Connell Street. The Melbourne program will be held at Clifton Associates, 440 Collins Street. Book three or more participants and save 15%.

Conditions of enrolment

Should you need to cancel an enrolment, a full refund will be given if advised in writing 10 days prior to the commencement of the program. If you cancel after that date, a 60% fee of \$1,518 (\$1,380 + 10% GST) will apply. If you transfer after that date an administration fee of \$275 (\$250 + 10% GST) will apply and only one transfer is allowed. The full fee will apply to any subsequent cancellation or non-attendance on the program transferred to. You can substitute another participant up to the start date without penalty. If you do not attend a program and have not advised us in writing before the program start date, the full fee will apply.

The AGSM reserves the right to cancel a program if circumstances necessitate. If a program is cancelled, the AGSM will make every effort to advise you and a full refund of the paid fee will be made.

AGSM privacy statement

The AGSM acknowledges and respects the privacy of individuals. We advise that information that you may have provided, or may be asked to provide to the AGSM is 'personal information' as defined by the Privacy Act 1998 (Cth). This information is collected for the purposes of processing your application, registration or enquiry for an AGSM activity or interest group and for providing services from AGSM to you. It may be used for keeping you informed of upcoming events and assisting us in improving and marketing our services to you. Unless you tell us otherwise, we will continue to use the information we obtain about you in this way. The AGSM is a School of the University of Sydney and the University of NSW and may share information collected with these entities for the same purposes. Personal information collected by AGSM is not released to other organisations or persons, except in response to a legal requirement such as a subpoena, or with your consent.

All information collected by AGSM will be kept secure and you have the right of access to, or modification of your record at any time.

For information concerning your right to seek access to the personal information we hold on you, please contact Client Services on +612 9931 9333. Our privacy policy is available from AGSM Marketing.



The AGSM is a School of both The University of Sydney and The University of New South Wales.

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