

CRISISX: THE READINESS WORKSHOP SCHEDULE

8:00am REGISTRATION OPENS

8:30am Conference Opening – The Window of Opportunity

Event director Dallas Gurney opens CrisisX by canvassing the biggest single mistake organisations make in times of crisis – not recognising they're in the middle of one until it's too late and the "Window of Opportunity" to affect the outcome has closed

9:00am Simulation Setup & Simulation Phase 1

The first phase of our simulation is revealed with teams having to identify, then navigate through, an unprecedented crisis event

9:50am Learning Session 1

We talk through the decisions made by teams during phase one, uncovering key learnings while exploring real-life crisis examples from companies who have been through it before

10:15am MORNING TEA

10:35am Inside Air NZ's crisis bunker w/CEO Greg Foran

10:45am NZI Keynote Speaker – Rt Hon Sir John Key

The former Prime Minister talks about his experience leading the country through the Christchurch Earthquakes, Global Financial Crisis and other significant crisis events

11:30am Simulation Session 2

The second phase of our simulation sees escalations in the crisis with many distractions attempting to blow teams off course

12:10pm LUNCH

12:40pm Feeding NZ during COVID-19 w/Foodstuffs NI CEO Chris Quin

12:50pm Learning Session 2

We look at how teams approached the second phase of the simulation and talk about the various takeaways from that second session

1:20pm Keynote Speaker – Deborah Thomas

The former CEO of Ardent Leisure, parent company of Dreamworld, shares her learnings from crisis in conversation with facilitator Nadine Higgins

2:05pm Simulation Session 3

In this phase, teams need to contend with a catastrophic and surprising change in direction, broadening the impact of the incident

2:40pm Learning Session 3

We learn together from the different experiences' teams have had navigating the major escalation in phase three of the simulation

3:05pm AFTERNOON TEA

3:25pm How TVNZ stayed on-air during the Sky City Convention Centre Fire w/Kim Niblock

3:30pm Palo Alto Networks Keynote Speaker – Peter Bradley

The CEO of St John talks about how emergency services prepare and organise themselves for, often life-or-death, crises. Peter discusses his experiences in New Zealand with various recent emergency situations, as well as in London where he was CEO of London Ambulance Service during the 7/7 terrorist attacks. What has he seen? Where do organisations get it wrong?

4:15pm Simulation Session 4

Things take another unexpected twist, meanwhile the public and key stakeholders start to take issue with your handling of the situation

4:55pm **Learning Session 4**

In our final learning session, we bring together the 10 CrisisX principles and establish techniques which will help you continue your learning back at the office

5:15pm **What *Should* Keep You Awake At Night – w/NZME's Shayne Currie, Palo Alto Network's Sean Duca and Denton Kensington Swan's Linda Clark**

5:25pm **Simulation Leaderboard & Final Remarks**

5:30pm **DAY CONCLUDES**