

HR Managers
Please share this info with your
CEO, Risk, Safety, and other
Managers



UNIVERSITY of NEW HAMPSHIRE

PROFESSIONAL DEVELOPMENT & TRAINING

One-day Conference
in collaboration with

Organizational *Resilience* International

Human Impact and Disaster Preparedness

Keeping Your Organization Going in an Emergency or Crisis

Preparing for the Impact on Your Employees,
Customers, Stakeholders, and Workflow

Steps every CEO, HR, Facilities, Risk Manager, & Responder
should take BEFORE the Crisis Occurs

Led by Nationally Recognized Experts in Human Impact Preparedness
Plus State Government Officials in Homeland Security & Disaster Response



5.25 Hours

Wentworth by the Sea Resort

Friday,
March 23, 2007

New Castle, New Hampshire

www.learn.unh.edu/emergency

Keeping Your Organization Going in an Emergency or Crisis

Preparing for the Impact on Employees, Customers, Stakeholders & Workflow

Steps every Executive and Manager should take BEFORE the Crisis Occurs

Wentworth by the Sea Resort, New Castle, New Hampshire

Friday, March 23, 8:30 a.m.-4 p.m.

\$285 (\$310 if registered after February 26), .75 CEUs, CRN 25329



A crisis occurs. Whether it's an act of violence, corporate restructuring, a natural disaster, a pandemic, or a social emergency, is your company prepared to deal with it? Most organizations have plans in place to deal with operations, infrastructure, and PR, but what about your most valuable asset—your workforce? There is no business recovery without employees able to return to work.

What You'll Gain from this Conference...

- An Understanding of Complex Human Impact Issues
- Guidelines for Continuity Planning & Crisis Team Building
- How to Monitor Effects of Crisis Long-after the Event Occurred *and more!*

**For Business & Industry, Hospitals, Community Agencies,
Governmental & Public Services, & Educational Institutions**

Free Private Consultations throughout the day!

Experts will be available throughout the day to provide half-hour consultations regarding Human Impact issues that participants may be facing in their organization. Due to limited time, registration will be on a first come, first serve basis.

Conference Agenda

8:30-9:00 a.m. Registration and Coffee

9:00-9:15 a.m. Welcome and Overview

9:15-10:15 a.m. Keynote Address

The Stages of Disasters and their Human Impact

Individuals, workforces, and entire communities experience predictable patterns following disasters. Understanding the stages or lifecycle of disasters and how each stage of response and recovery is different can help planners and responders develop more appropriate expectations and interventions.

Session Goal: Obtain a clear understanding of the dynamics and ways people and workflow might be affected. Discuss specific characteristics of disasters and how to minimize the psychosocial effects and repercussions to your business & people.

Speaker: Kevin Becker, Psy.D., organized and participated in responses following the 9/11 attacks, the Asian Tsunami, Hurricane Katrina, and the Pakistan earthquake. Specializing in trauma and crisis intervention for 15 years, he is a clinical psychologist, instructor in Clinical Psychiatry at Harvard Medical School's Dept. of Psychiatry at Beth Israel Deaconess Medical Center in Boston, and Director of the Institute for Trauma & Crisis at Beth Israel. He is former director of the Trauma Center in Boston, an international research and treatment facility, former VP of Marsh Crisis Consulting, Marsh USA, and founding chair of the Massachusetts Disaster Response Network.

10:15-10:30 a.m. Break

10:30 a.m.-Noon Two Concurrent Sessions Individual & Social Reactions to Trauma & Stress

The purpose of Crisis Management Programs is to enhance organizational resilience so that the organization is better prepared to function during and after crises and disasters. Nearly one-third of people have serious psychological and emotional reactions when experiencing extreme crises, such as environmental or man-made disasters. Others have less severe reactions, but most people will experience some kind of interruption in their ability to focus. This could slow down or even stop workflow.

Session Goal: Look at some of the common psychological, emotional, and social reactions to trauma and stress, and how age groups might respond differently. Learn signs of distress and what to do, *and not do*, when addressing them.

Speaker: Guy Sapirstein, Ph.D., is a psychologist, consultant, and facilitator specializing in psychological trauma and disaster and crisis preparedness. Following 9/11, he consulted to employees, agencies and families of first responders directly affected by the attacks. He also has been consulting to companies and employees post-Katrina and following the 2005 Pakistan earthquake. He is Discipline Chair for Human Impact at the International Consortium for Organizational Resilience and active with the New England Disaster Recovery Information Exchange and Global Alliance for Disaster Reduction. A senior partner of Organizational Resilience International, he has consulted on leadership, team building, and coping with crisis and change. He has presented at national and international conferences and published articles on human impact preparedness, mind-body issues, and social resilience.

Developing an Effective Crisis Communication Plan

One of the most important factors in surviving and thriving in a crisis is communication—internally to employees and externally with the agencies and support systems critical to disaster recovery. Organizations with a well-tuned plan will be better positioned to mitigate the impact of virtually any type of disaster.

Session Goal: Review key principles and steps in establishing an effective crisis communication plan and learn what common mistakes to avoid.

Speaker: Kevin Becker, Psy.D. (see biography above)

Noon-1:00 p.m. Lunch at the Wentworth and Industry-focused Discussions

Over a delicious lunch, you'll have the choice of networking with others from similar industries as yours, such as manufacturing, hospitals, schools, etc., to discuss disaster-planning within your industry, or you may lunch at a non-specific table.

1:00-2:15 p.m. Panel of Government Experts

What Assistance You Can Expect from the State

New Hampshire's top emergency managers will share their perspectives regarding the responsibilities of state government during a crisis or disaster. This will provide specific information for NH businesses and give attendees from other states useful information to knowledgeably ask for clarification from their officials. What you can expect from the state and what roles belong with the private sector will be discussed.

Panel Members:

Chris Pope, NH Director of Homeland Security & Emergency Management

Paul Deignan, NH Disaster Behavior Response Team Coordinator

Kathy Douth, NH Asst. Director of Homeland Security & Emergency Management

José Montero, NH State Epidemiologist

Facilitator: Gerri King, Ph.D., is a social psychologist and organizational consultant, facilitator, and trainer to corporations and organizations throughout the U.S. and in other countries. She is founding partner of Human Dynamics Associates, Inc., and a senior partner of Organizational Resilience International. Her expertise includes: leadership during crises, cultural integration in mergers and acquisitions, succession and strategic planning, conflict and crisis facilitation, communication, self-directed teams, managing change and critical events, and building resilience.

2:15-2:30 p.m. Break

2:30-4:00 p.m. Two Concurrent Sessions

Continuity of Operations Planning: Closing the Loop & Building Crisis Teams

Continuity planning must go beyond planning for IT or production interruptions, taking into account the effect a crisis may have on the employee's ability to maintain a work focus while potentially having to deal with personal and family issues during a critical event. This practical, yet unique, approach to continuity planning combines process, policies, and procedures with the variable of human emotion and reaction in times of crisis or change.



Wentworth by the Sea

The Conference Location

Wentworth by the Sea Resort Hotel, Spa, & Conference Center is a 4-star resort on the NH seacoast in New Castle, just 10 minutes from Portsmouth. This historic grand hotel has been totally renovated and offers unparalleled views of the Atlantic Ocean and Little Harbor marina, elegant accommodations, & fine dining.

Session Goal: Close the loop so that your organization's crisis management plan includes all of the necessary components. Discuss how incorporating the human factor as a critical element in each phase of your continuity of operations process will ensure that your organization's strategy for recovery is successful. Learn basic steps in building a continuity plan, the tools available to customize plans to meet specific organizational needs, and, most importantly, how to select, build and motivate the teams needed to ensure successful recovery.

Speaker: Victoria Kraeling, MA, is President of Knowledge Management Systems, Inc. As a responder to some of the worst disasters of our time including 9/11, the Asian Tsunami, and Hurricane Katrina, she brings real-world experience to the process of disaster management. She is a nationally recognized disaster planning expert, whose areas of expertise range from disaster management to emergency operations planning to business continuity. She provides direct support to the City of New York for their Continuity of Operations Planning agency-wide, and is a lead consultant with IBM's International Crisis Response Team. She has focused on both technological and personal recovery including logistical management coordination with governments and relief agencies.

Developing an Organizational Model for Human Impact Preparedness

Human Impact Planning prepares for the inevitable impact of crises on an organization's number one asset: it's people. Its goal is to enable employees to return to full functioning as quickly as possible and to move the company forward following a crisis or critical event.

Session Goal: Get an overview of a comprehensive model of Human Impact Planning, including: Emergency Assistance, Psychological Support, Family Readiness, Organizational Preparedness, and Attention to other Stakeholders. Obtain practical insight, guidelines, and tools.

Speaker: Jeffrey Weir, MA, LCMHC, has over 15 years' experience in traumatic stress and disaster response. He has worked with corporate and governmental organizations after workplace violence incidents, mergers and acquisitions, acts of terrorism including New York after 9/11, and natural disasters including hurricanes Katrina and Rita. He is a senior partner of Organizational Resilience International and has been a supervisor at The Trauma Center in Boston, providing training and consultation throughout the U.S. and Europe. He has worked with numerous, diverse groups including police, fire, and other first responders, court personnel, school systems, federal law enforcement, corporate and manufacturing industries. His expertise in compassion fatigue and vicarious traumatization helps organizations prepare for and recover from serious disasters and critical events.

Conference Fee & Refunds

Cost is \$285 (\$310 if registered after February 26). Refunds, less a \$25 processing fee, will be given if written cancellation is received at least 10 business days prior to the conference.

What the Cost Includes

Cost includes conference materials and handouts, continental breakfast, lunch, coffee breaks, and parking. Cost does not include overnight accommodations. You will receive .75 CEUs (continuing education units).

How to Register

- **On the Web.** Go to: www.learn.unh.edu/emergency
- **By Phone.** Call (603) 862-2015 or (800) 313-5327 with VISA, MC, Discover.
- **By Fax.** Fax the registration form with credit card info to (603) 862-0655.
- **By Mail.** Mail the form below with payment to UNH, Registration Office, 11 Garrison Avenue, Durham, NH 03824

Forms of Payment

- Check or money order (payable to UNH)
- VISA, MasterCard, Discover, Debit Card

Overnight Accommodations

Overnight accommodations are not included in the conference fee. If you wish to reserve lodging, call (866) 240-6313.

For More Information

About the Conference:

Call (603) 862-4234 or send an email to: professional.development@unh.edu

About Registration:

Call (603) 862-2015 or 1 (800) 313-5327



UNIVERSITY of NEW HAMPSHIRE

Professional Development & Training

6 Garrison Avenue, Durham, NH 03824

802970

HR Managers: Please tell your CEO and other Managers about this conference!

Be an Exhibitor!

If your company would like to be an exhibitor call (603) 431-5674.

About UNH Professional Development & Training

UNH Professional Development & Training is an office within the Graduate School dedicated to providing practical and state-of-the-art training to professionals and organizations in New Hampshire and the surrounding New England region. Programs are offered in Portsmouth, Manchester, and Durham, and include over 200 one-day seminars, short-term certificate programs, and special conferences and institutes. Topics include: management & supervision; HR, coaching & training; teaching & school administration; health & human services; surveying & soil science; engineering & manufacturing; office professionalism; and more. In addition to its public programs, it provides on-site customized training to corporations and organizations.



Wentworth by the Sea Grand Hotel

About Organizational Resilience International

A global crisis consulting company, Organizational Resilience International, LLC, based in Concord, NH, provides Human Impact Preparedness consultation and training, Human Capital Development and Human Impact Response and Recovery services to organizations and communities of all sizes. ORI has pioneered the field of Human Impact Crisis and Disaster Preparedness and has developed several new and proprietary approaches to enhancing Human Capital as well as mitigating the impact of crises and disasters on people in organizations and communities.

(Mail to: UNH Registration, Stoke Hall, 11 Garrison Ave., Durham, NH 03824; or call 603/862-2015 or 1 (800) 313-5327; or register on the web at www.learn.unh.edu (click on Professional Development)).

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(Please Print)

Name (First) _____ (MI) _____ (Last) _____

Soc. Sec. No. _____ Birthdate _____

SS# is used for ID purposes only and may be required for education tax credits and CEUs tracking.

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Work Address (Street) _____ City _____ State _____ Zip _____

Title _____ Phone: (Day) (_____) _____ (Eve) (_____) _____

Email _____ Would you like to receive info about future seminars via e-mail? Yes ___ No ___

Enclosed is \$ _____ by : ___ Check (payable to UNH) ___ VISA ___ MC ___ Discover ___ Debit Card

Card No. _____ Exp. Date _____

Name on Card _____ Signature _____