NEWS HIGHLIGHT

ASEAN WebEOC Refresher Course and WebEOC Improvement Workshop

NEWS STORY

New Zealand Field Visit: Leadership on Crisis Training and Emergency Management Training
Leadership on Crisis Training

INSIGHTS

The Top Ten Mistakes Leaders Make in a Crisis
ASEAN WebEOC Refresher Course and WebEOC Improvement Workshop

The WebEOC refresher course has been conducted regularly to provide the opportunity for its users to enhance their skill and knowledge on the features and best practice of its utilization. The more practical method hoped to be instrumental in establishing these participants’ functions as operation officers of the EOC.

Participants from NDMOs were given 20-minutes time for them to present the utilization of the ASEAN WebEOC. From there, NDMOs together with the AHA Centre worked on finding the gaps on ASEAN WebEOC applications as well as establish the best practice of its utilization.

As part of the journey, participants of the workshop also visited the National Research Institute for Earth Science and Disaster Resilience in Japan. Through the visit, participants were expected to enhance the knowledge and skills on the disaster management of NDMOs and the AHA Centre staffs.

The training, discussion sessions, and technical coaching, participants are exposed to the best practices of the ASEAN WebEOC, and learned how to identify the gaps of the WebEOC applications.

To end, Mr. Adi Bishry said “I believe this refresher course is beneficial for the participants, mainly due to the fact that all modules were structured to really provide a hands-on experience.”

Information and Communications Technology (ICT) is the backbone of the AHA Centre’s operation. As one of the elements of ICT, WebEOC or Web-based Emergency Operations Centre is an integrated emergency communications platform where information regarding incidents can be disseminated from the AHA Centre to all ASEAN Member States (AMS), and vice versa, in a timely manner.

A series of workshop to familiarise the operations of WebEOC has been conducted these past several years. The ASEAN ICT needs study and assessment first commenced in 2011, followed by 3 ICT Phase Projects until January 2016.

The first phase aimed to strengthen the operationalisation of AHA Centre through support from an integrated ICT. Before WebEOC, AHA Centre’s information sharing was limited to email and fax, which resulted in delay response and information distribution. Through each ICT Phase Project, AHA Centre marked each establishment and development of the ASEAN WebEOC system. AHA Centre constantly develops the software in order to perform better in managing disaster in ASEAN regions.

This year, the AHA Centre, with the support from Japan-ASEAN Integration Fund (JAIF), held three-day training for each National Disaster Management Offices (NDMOs) and appointed participants from the ASEAN Secretariat and AHA Centre in Tokyo, Japan. The training is a follow-up to the first WebEOC Familiarisation Workshop that was conducted in June 2014 in Kuala Lumpur, Malaysia.

This year’s workshop aims to establish connections between and among the Operation Officers of the EOC and EOC managers of all NDMOs from the AMS, provide a platform for representatives from NDMOs to share their experience on WebEOC utilisation, provide knowledge on how WebEOC is applied in disaster management in Japan, and disseminate lessons from users to maximise the application and utilisation of WebEOC.

The overall objective of this project is to enhance the current ICT operational capacity and to ensure the resilience of current ICT facilities, including ASEAN WebEOC system and other systems that are available at the AHA Centre.

The Workshop involved hands-on training, discussions and sharing of experiences. The AHA Centre presented the current status and utilization of ASEAN WebEOC, and the trainer provided technical coaching and emphasis on hands-on training on the ASEAN WebEOC.

The Column is a monthly news bulletin from the AHA Centre – capturing the most activities from the organisation.

Sincerely,
The Column Teller

Field visit to NIED – National Institute for EQ Science and Disaster Prevention of Japan

Hands-on training

Field visit to NIED Japan

Group photo of ASEAN WebEOC Refresher Course

ACE participants were occupied with numbers of trainings and workshops the whole June 2016, here are the activities they participated in:

Activities

Post-Disaster Needs Assessments

Post-disaster period is a demanding and challenging period. It is when the national tasks of humanitarian response actions are executed and the concerned tasks are distributed to the affected community.

The training consists of eight sessions that covers data collection, damage, and loss estimation, macro-economic and human development. It is facilitated by Ms. Shairi Mathur, Executive Officer of the UNDP New Delhi Area, India at the PDNA Training.

Assessments can be coordinated through several assessment methods. Harmonised assessments occur when agencies gather and process, as well as analyse data separately, while joint assessments occur when the whole process is formed through one single process between different agencies.

Post-Disaster Needs Assessment Training

The purpose of the Coordinated Needs Assessment Training was for ACE Participants to gain an understanding of the importance of coordinated assessments and the proper approaches to constructing an effective decision-making framework, planning, and resource mobilisation.

Facilitated by John Marinos, Information Management Officer United Nations Office for the Coordination of Humanitarian Affairs, the workshop was organised in the Coordinated Needs Assessment Training including discussions, role play, group presentation, and other exercises.

Various activities were prepared for ACE Participants in each session of the Coordinated Needs Assessment Training – including discussions, role play, group presentation, and other exercises.
The Emergency Communications Training and Communications for Disaster: Professional Training

Mr. Mark July Yap and Ms. Grace Endina, DELSA Programme Assistant (left) practicing on how to deal with interviews.

Based on your experience, how do you currently execute your job? Can you share some of your experiences in regards to dealing with disasters? Have you been deployed?

Zaw

I have been working in the Relief and Reestablishment Department in Myanmar for several years. I was involved in providing relief items to be distributed at disaster-affected areas in previous disaster events. In executing our duties and responsibilities, we coordinated with the local stakeholders before making a report regarding the loss and damages due to the disaster.

Thein

It is quite challenging for me as I have only been working in the disaster management field for a little over a year, so I am still learning. However, through the ACE Programme, I learned something new every day, I gain not only knowledge but experience in the field that I am working in.

Zaw

For me, personally, the most challenging training during this programme was the Incident Command System (ICS) because I was not familiar with the subject. However, the training staffs equipped my knowledge well, and gave me the opportunity to learn from others’ experience in managing disasters.

Thein

In my opinion, being a leader is not always about making decisions, but a leader also needs to have relevant skills to be able to negotiate and coordinate with other in the field. If we work collaboratively with other agencies or organisations, I believe the chances of producing the outcomes we desire are bigger. Lastly, a leader should hold responsibility for the work of their team.

Thain & Zaw

Our experience is really a disaster occurs, it is our job and responsibility to ensure that the community are aware of what to do in the event of disasters and how to prepare for them. During the disaster period, we are involved in them immediate response efforts and distribute relief items to the affected population. During the post-disaster period we focus on the people’s rehabilitation and infrastructure recovery efforts – so that the affected communities can begin to rebuild their lives.

Zaw

I definitely share my experiences of living abroad and being able to pay a visit to different countries and learn about their disaster management systems. I have listened to many testimonies from experts in the disaster management field; therefore, it will be wise to share what we learned with our colleagues.

Having completed almost three months’ worth of training, what are some of the most important learning points you have gained so far that you would like to share to your colleagues back home?

Thain & Zaw

Most important are ‘enthusiasm’ when working in disaster management field. It simply gives you a sense of motivation and calmness that are important in a stressful environment. In order to endure such strenuous and often times erratic work situations, you need a tremendous amount of persistence and motivation.

Zaw

The very last thing you want to share or give to the affected community in times of distress is “another stress”. These people are already suffering enough, and a little smile from you and enthusiasm in what you do would give them a sense of hope.

Thain

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What does that mean? One of the subjects discussed during the study visit to New Zealand was灾难管理 in disaster management. The ACE Programme officers contributed to the Wellington Hazardscape Field of Officer Centre for Risk, Resilience and Renewal (OCRR) through various training programmes. During the trip, participants visited the Red Cross of New Zealand to conduct comparative studies between ASEAN’s and New Zealand’s disaster management efforts. ACE Programme participants recently visited the Ministry of Civil Defence and Emergency Management Otago, facilitated the training of ‘Crisis Leadership’.

One of the subjects discussed during the study visit to New Zealand was disaster management. Mr. Chris Hawker, the New Zealand ACE Programme Officer, and Group Controller Emergency Management Otago, Dolapo Fakuade, Programme Development Officer Centre for Risk, Resilience and Renewal (OCRR), facilitated the training of ‘Crisis Leadership’.

A leader cannot be in two places at once, yet leaders often make the mistake of hiding during a crisis, which often negates their perceived and expected leadership actions. Visibility, presence and attention must be delivered during and after the crisis to colleagues, customers, constituents, and communities.

Failure to Listen and Comprehend
Leaders need the ability to listen and comprehend all parties involved in a crisis situation. Great decisions are often made through the contribution not just one individual leader, but through the collective leaders. Leaders have to set aside their ego and be willing to listen to all parties. Only then can a leader create an open, trusting and professional environment to help navigate the team through crisis.

Failure to Effectively Communicate
Failure to effectively communicate often contributes to major problems. It is usually unclear goals, misunderstood instructions, poor decision-making, and feedback systems. An inability to make decisions, leading leaders to build a good communication-flow between all parties involved that is minimal of interpretation errors.

Failure to Try New Things
Crisis demands leaders to be open to act fast, be willing to try new ways of solving problems. Well-meaning leaders tend to rely on overly previous strategies to handle crisis, which may no longer fit the current conditions. Although some systems may still work, leaders should be able to adapt to different situations that need different solutions.

Failure to Give Up Control
It is natural for leaders to assume control over a crisis. However, during crisis leaders must create an environment that moves beyond delegation to respond to the crisis, often times this requires leaders giving up some control. Failure to give up control can cause more damage than good.

Failure to Fallback
During a crisis, leaders often hesitate to make decisions. Indecisions during a crisis can negatively impact morale, motivation, and commitment to succeed. Leaders should have the courage and confidence to devolve responsibilities with a solid plan and a well-trained crisis team to navigate through the crisis.

Failure to Lead
Crisis demands real leadership, one that includes making tough choices, pull the trigger and taking oppositions.

Failure to Create Transparency
be genuine, open, and never hide information.

Failure to Right Wrongs
admit the fault and apologise.

Failure to Show Loyalty
show appreciation and credit to others.

Failure to Deliver Results
accomplish your responsibility and never make excuses.

Failure to Get Better
learn and improve.

Failure to Confront Reality
address the tough stuff directly.

Failure to Clarify Expectations
reveal, discuss, and validate expectations.

Failure to Practice Accountability
take responsibilities for the results.

Failure to Listen
listen more and do not make assumptions.

Failure to Keep Commitments
do what you say you will do and do not break confidence.

Failure to Extend Trust
do not withhold trust because risk is involved.

Failure to be Visible, Present.
A leader cannot be in two places at once, yet leaders often make the mistake of hiding during a crisis, which often negates their perceived and expected leadership actions. Visibility, presence and attention must be delivered during and after the crisis to colleagues, customers, constituents, and communities.

INSIGHTS

The Top Ten Mistakes Leaders Make in a Crisis

By the Talon Challenge – a 2.5 day crisis scenario-based executive learning. A experience, co-led by former Service, Homeland Security, FBI, and military crisis subject matter experts. The information was provided as part of the Leadership and Crisis Training ACE Programme in New Zealand.

During crisis, a leader is often required to make various difficult decisions. Extensive research and collaborative efforts between crisis management experts, including the Secret Service, military, CIA and FBI found that during crisis period, there are typically ten big mistakes leaders often make.

1. Failure to Plan
The first failure leaders often make when a crisis occurs is lack of planning and preparation. Leaders tend to get caught-off guard when catastrophic events strike without any plans or structures in place to follow. The lack of pre-crisis training would force the leader and therefore the team, to work in a crisis environment that is necessary to guide the leader and the team, during and after the crisis period in determining the goal of the crisis intervention, the people can best exercise the actions, and how the resources will be used to achieve the goals.

2. Failure to Determine and Follow a Hierarchy
Following a proper hierarchy of executive and field leadership is important to navigate through crisis. However, leaders often fail to align the goals, perception, and preparations to win during the crisis. A well thought out chain of command must be established before crisis occurs so that everyone involved in the crisis is aware and what their responsibilities are during a crisis.

3. Failure to Notify
At the end of this training participants reflected upon their leadership style that they adopt, and analyse the kind of leadership style that meets the requirements of their country and/or organisation.

4. Failure to See the Big Picture
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10. Failure to Lead
Crisis demands real leadership, one that includes making tough choices, pull the trigger and taking oppositions.
One ASEAN
One Response

About ASEAN
The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States of the Association are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam. The ASEAN Secretariat is based in Jakarta, Indonesia. As set out in the ASEAN Declaration, the aims and purposes of ASEAN among others are to accelerate the economic growth, social progress, cultural development, to promote regional peace and stability as well as to improve active collaboration and cooperation.

About The AHA Centre
The AHA Centre is an inter-govermental organisation established on 17 November 2011, through the signing of the Agreement on the Establishment of the ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (AHA Centre) by ASEAN Foreign Ministers, witnessed by the ASEAN Heads of States, from 10 ASEAN Member States: Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand, and Viet Nam. The Centre was set-up to facilitate the cooperation and coordination among ASEAN Member States and with the United Nations and international organisations for disaster management and emergency response in the ASEAN region.

About AADMER
The ASEAN Agreement on Disaster Management and Emergency Response (AADMER) is a legally-binding regional multi-hazard and policy framework for cooperation, coordination, technical assistance and resource mobilisation in all aspects of disaster management in the 10 ASEAN Member States. The objective of AADMER is to provide an effective mechanism to achieve substantial reduction of disaster losses in lives and in social, economic and enviromental assets, and to jointly respond to emergencies through concerted national efforts.

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