Engagement Depends on Shared Values

Wednesday, May 16 2018
2:30-8:30pm

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Objectives

• Discover shared values
• Engage as a partner
• Address communication challenges
• Align your risk program with your company’s needs
Engagement…

- A formal agreement to get married
- An agreement to do something or meet at a specific place and time
- A fight or battle between armed forces
- The act or action of being engaged (see engage)
Engage…

• To attract someone’s attention
• To hire someone
• To enter into a contract
• To connect an engine to a machine
• To come together in combat
• To establish a meaningful connection - to become involved with and try to understand something/somebody
Engagement - requires understanding others

Leveraging technical expertise is not the key.
Why risk management?

Consistent success cannot depend on luck.
Foundations

• Learn the business
  • How does your company generate income?
  • What are your company’s key products or services?
  • Are some customers more important to your company than others and if so, why?
  • What has to go right for your company to be successful?
  • Who are your competitors?
How can you help your partners be successful?
First steps - Support the business

• Principled focus on shared objectives
  • What matters to your customers
  • Avoid loss / avoid costs
  • Protect intellectual property
  • Comply with laws and regulations
Tailor policy & procedures to what your company needs
Celebrate what you want to see more of.

Tom Peters
Engagement is not based on accommodation
Ice climbing in the dark

Compliance and discretion...
Compliance & risk management

• Essential policies / controls - compliance
• Define what can be risk accepted
• Track & report risk and compliance
Communicate for results

• Get to the recommendation fast
  • No more than three slides
    • Situation
    • Options considered
    • Recommendation = Action:
      • Who will do what by when & what will it cost
  • What about details
    • Appendix in case they are needed
Problems & Opportunities

• Keep them separate
  • Sequence, don’t combine

• Problems
  • Reduce / Reverse / Eliminate

• Opportunities
  • Create / Increase / Improve / New / Faster
Governance & calculated impatience

• Set your partners up for success
• Challenging - not impossible
• Revolution is not a Plan
Make everything as simple as possible, but not simpler.

Elbert Einstein
Plans are only good intentions unless they immediately degenerate into hard work.

Peter Drucker