

# Responding To Risk

Enterprise Risk Management Seminar

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Wednesday 13 September 2017

Actuaries Institute • Sydney



**Early Bird Closing Friday 25 August  
2017**

# Influencing & Engaging Stakeholders

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# Change



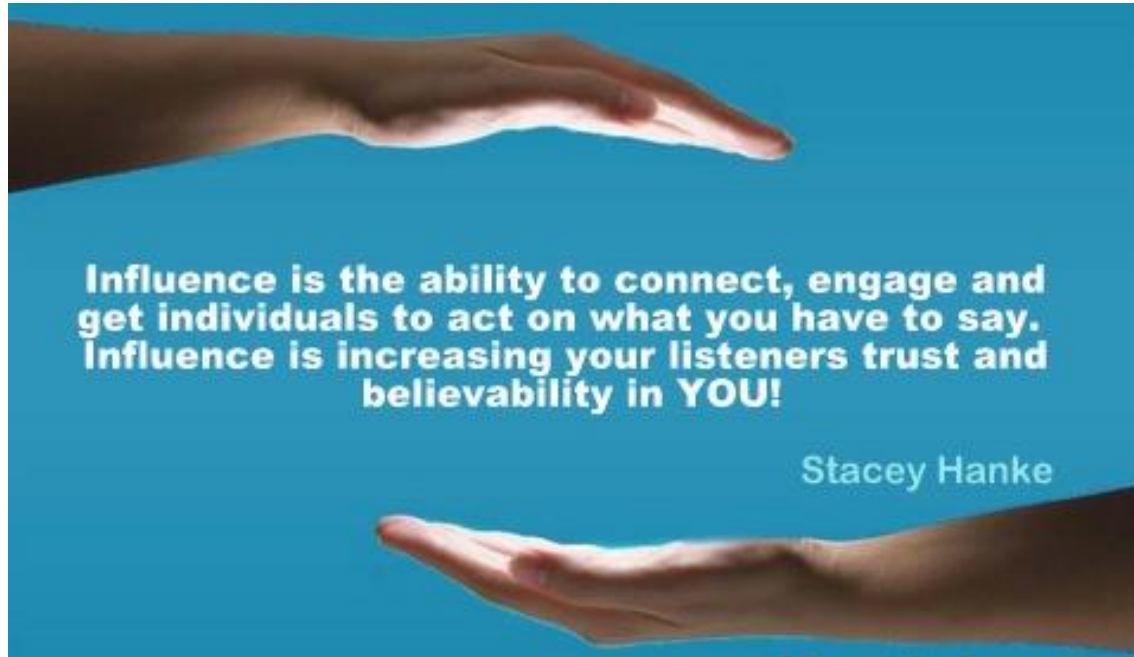
**Who?  
What?  
Why?  
When?  
How?**



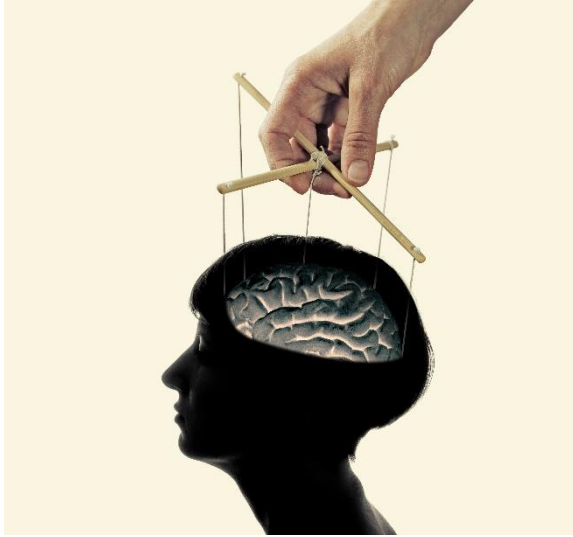
# What?



# Influence



# Influence is not



Manipulation



Assertiveness

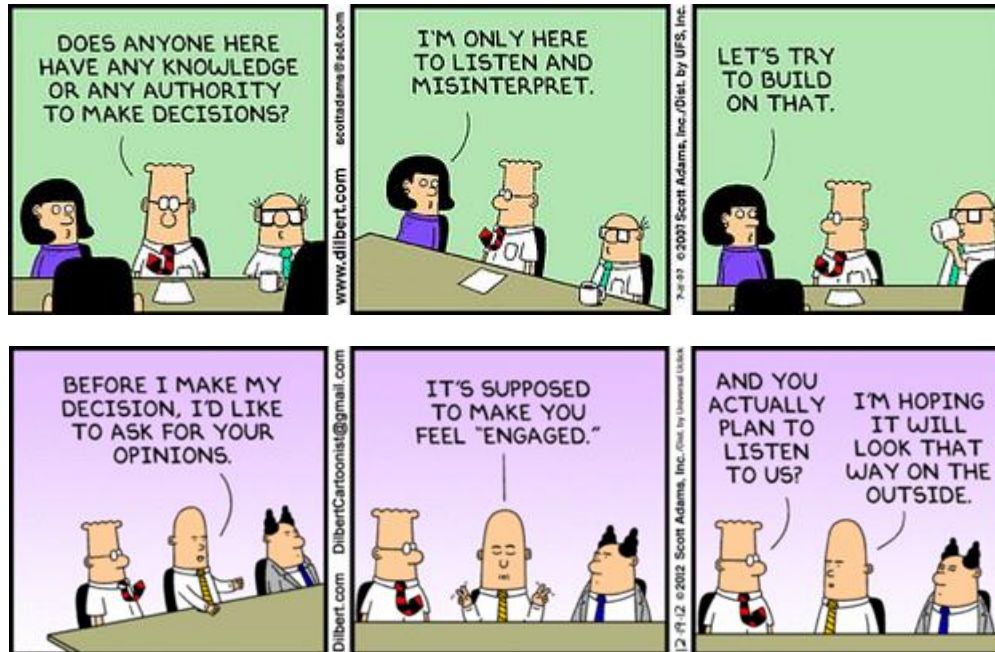
# Engaging stakeholders

How to involve people.



Those who can develop decisions, influence decisions, be impacted by decisions or make decisions.

# Not



# Why?



# Leadership

# Positive Risk Culture



# Who?



# Engaging stakeholders



- Relevant to the success of your initiative
- Influential in the success of your initiative
- Collaborators

# Put yourself in **THEIR** shoes



- Priorities
- Motivators
- Personality
- Emotions
- Expectations
- Organisational culture
- Knowledge base

# When? How?



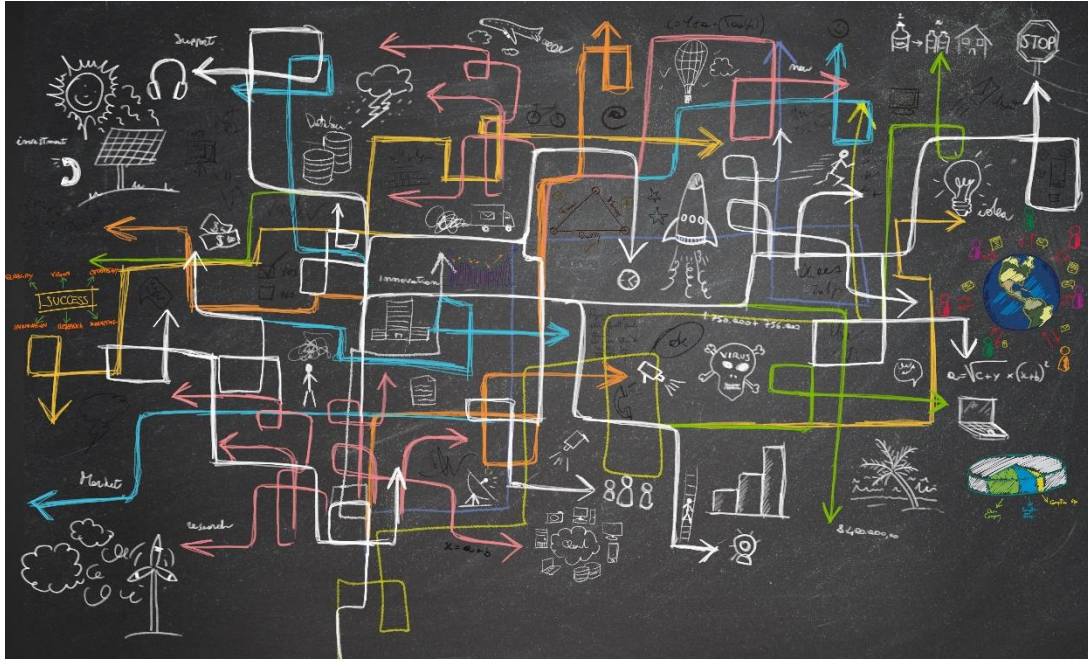


# Communication

- Open mindset - listen & build on ideas
- Body language
- Keep it simple
- Audience - level of detail
- Conclusions v journey



# Solution orientated Approach



- Situation
- Complication
- Question
- Answer
  - 3 options and a recommendation

# Successful Influence?



- Trusted
- Authentic
- Confident
- Energised
- Aligned

Questions?

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