

Course Social Risk Management

Important studies show that political and stakeholder related delays outweigh any other risk factor. Key stakeholders such as environmental pressure groups, communities and coalitions of concerned citizens have powerful tools to make investors and politicians listen to their parallel truths.

Licenses may be delayed or even cancelled, corporate reputations may be harmed and millions of Euros of investments may be at risk.

Social Risk Management (SRM) is based on a systemic and proven methodology with a Social Impact Assessment on project level and a Social Risk Management System on the organization level.

SRM helps you in a structured way to identify your stakeholders with state of the art technology, to design a Stakeholder Engagement Plan according to the international Golden Standard IFC; to identify the appropriate impacts and accompanying mitigation measures, and to report back to authorities for permitting procedures. IFC SRM is considered as international best practice and globally the most widely used method by Financial Institutes and Multinational Companies to improve social performance.

The course also pays attention to the similarities and differences with the two most widely used methods in The Netherlands; SOM and process management.

In the course you will learn:

- The necessity of sound Social Risk Management
- Principles of SRM

- The 4 building blocks of the SIA in line with your EIA
- Assess and improve your Social Risk Management System
- The latest academic insights for probabilistic budgeting and technological tools to identify stakeholders and monitor social performance
- Understand your organizational culture and overcome resistance to change

You can find full details of this course at the next page. The maximum number of participants is 25, registration closes June 15 2018.

The course is designed for professionals on project, management and policy level who want to scrutinize Social Risk Management according to international best practice. The first module is intended for decision makers as well.

The course will be available in Dutch, English and French. In company and/or tailor made courses are possible.



Senior lector and module manager Eelco de Groot (1969) lectures and conducts research

on Social Risk Management at TU Delft.

As an engineer and sociologist, Eelco executed projects for leading oil companies, civil society organizations and the World Bank. He worked and lived in several countries in Europe and Africa and has served multi-stakeholder boards such as the EITI and Better Coal.

Module Manager Eelco de Groot:

“Obtaining and sustaining public acceptance has to be more cost effective and more democratic, it is not a zero-sum game”



Part 1
Business Case Social Risk Management

- Key drivers of social risks, public opinion, triggers, sociology, mass-psychology
- Shifting roles of government, civil society and private sector
- Cost Benefit Analyses SRM: business continuity and reputation
- Industry Best Practices: overview
- Culture and leadership
- Case Cultural resistance: DBD BV

Part 2
Foundations of social risk management

- Hazard-Barrier-Target Model, avoid-mitigate-compensate, plan-do-check-act
- Overview ethics, psychology, sociology, political sciences, anthropology, ethics
- Public opinion
- Worldviews and dealing with uncertainty and fears,
- Stakeholder characteristics and networks
- Transparency, accountability, legitimate representation
- Epistemology: science vs. community concerns
- Design engagement process for technological and political controversies
- Transparency and accountability
- Conflict prevention, -resolution and Joint Fact Finding

Part 3-4
Social Impact Assessment

- Background and definitions SIA
- International Standards and the IFC Performance Standard
- Legal and supplementary requirements public participation
- SIA on project and policy levels, alternatives
- Socio-economic baseline
 - Determining risk contours, quantitative and qualitative context analysis
 - Combination GIS and statistical data
 - Identification other stakeholders
 - Risk profiles
- Stakeholder engagement plan

Part 5
Social Risk Management System

- Self assessment HSE and stakeholder risk management
- The role of policies
- Determining social key risk factors
- Organisational position and job profiles
- Emergency preparedness & response
- Stakeholder engagement program
- External communication and grievance mechanisms
- Reporting and monitoring performance and acceptance
- Cost Benefit Analysis SRM
- Understanding the 9 components of a SRMS
- Role authorities and investor
- Present SRM improvement plan to expert panel

Program

Part 1	Business Case Social Risk Management Thursday 20 September 2018	14:30 - 21:30
Part 2	Foundations of social risk management Thursday 11 October 2018	14:30 - 21:30
Part 3-4	Social Impact Assessment Monday 19 November 2018 Tuesday 20 November 2018	14:30 - 21:30 09:00 - 17:30
Part 5	Social Risk Management System Thursday 20 December 2018	14:30 - 21:30
Reflection afternoon	Q2 2019	

More information and registration

The course will be provided by Eelco de Groot with experts of the TU Delft and external experts.

Location
 Prinsenhof, restaurant le Vieux Jean, Delft

Fee
 € 2.995 excl. VAT, including study materials, refreshments and dinners.

For further information and registration, please contact Eelco at +31 (0)6 3976 2357 or at e.o.degroot@tudelft.nl

In-company and tailor-made trainings possible, price on demand. First module has been designed for decision makers as well.