

RESILIENCY PROGRAM TIP SHEET

Integrated emergency operations + continuity planning

WAKEFIELDBRUNSWICK



RESILIENCY PROGRAM TIP SHEET

INTEGRATED EMERGENCY OPERATIONS + CONTINUITY PLANNING

EXECUTIVE INTERVIEWS

RESOURCES TO HELP ESTABLISH YOUR PROGRAM

Before you begin developing plans, a good practice is to conduct interviews to understand the priorities of your leaders, their perspective on risk and resiliency, and elements they would like to see in the program. By understanding the current state from the executive level through the department level, you can more effectively design a program framework tailored to the needs of your organization.



QUICK TIP

Use a tool [we like Evernote] to document your notes during the meeting. If the meeting is virtual, ask if you can record the meeting [we use GotoMeeting]. We recommend that you take the notes and transcribe them into themes, findings and recommendations to share with your steering committee and inform the direction of your program.

SUGGESTED TOPICS

CONSIDERATIONS FOR TOPICS TO DISCUSS OR QUESTIONS TO ASK DURING THE INTERVIEWS

- ✓ Intent of Interview + Expected Outcome [i.e. Resiliency Program Strategic Plan]
- ✓ Brief Overview of Interviewee + Area of Responsibility
- ✓ Discuss examples of successful initiatives and/or pitfalls to avoid from lessons learned
- ✓ Ask for examples of current plans/policies the program can build on [especially at department level]
- ✓ Gaps – what could the program offer to improve resiliency, response + recovery
- ✓ Opportunities – discuss effective ways to streamline program design, implementation, staff adoption, and knowledge transfer