



SEMINAR ON

“RISK AND CRISIS LEADERSHIP & MANAGEMENT FOR VIETNAMESE HIGHER EDUCATION INSTITUTIONS IN GLOBALIZATION AND EDUCATION 4.0 CONTEXT”

- **Date:** Wednesday afternoon (2 pm – 4 pm), 28 November 2018.
- **Location:** Room F205A, Building F, VNUHCM-University of Science, 227 Nguyen Van Cu Street, Ward 4, District 5, Ho Chi Minh City, Vietnam.
- **Targeted audiences:** Staff and Faculty members of the Viet Nam National University in Ho Chi Minh City (VNU-HCM), its member universities and institutes.
- **Description:** This presentation is tailored for Staff and Faculty members of the Viet Nam National University in Ho Chi Minh City (VNU-HCM). This platform will increase their knowledge and understanding, Risk Management, Emergency Plans and Crisis Communication which is imperative in today’s world to enhance the higher level of education which presently exists within VNU. The staff and faculty will also be encouraged to share their knowledge on the topics as well as their experiences.

Format Presentation

- Interaction with invited guest,
- Power Point
- and Video

Topics Discussed:

- Introduction
- Definitions of concepts to be used in presentation
- Definition of Risk Management/Crisis Communication
- Viet Nam University – University of Science is a ‘city’
- VNU’s Vision and Mission
- Key roles of VNU’s personnel, i.e. ‘duty of care’
- What is VNU’s Emergency Plan?
- What is VNU’s Crisis Communication?
- Defining Risk Management, Emergency Plan and Crisis Communication
- Risk Management and its components
- Risks associated to universities and their challenges
- Defining Emergency Plan and its components
- Defining Crisis Communication and its components (Crisis



Communication Plan)

- Presentation of video
- Questions



Conclusion:

- Questions/Discussions
- Feedback

Invited Speaker: Mr. Bryce Evans

Bryce Evans has dedicated his professional life to the law and public security. He recently retired as a Superintendent from the Toronto Police Service after 40 years of policing in both the United States and Canada.

Bryce was singled out to be the senior ranking officer project lead, for ‘Operation Reboot’. This project was a major undertaking whose mandate was to modernize the Toronto Police Service with respect to online vulnerabilities to the Service, investigative practices related to cyber-crime offences, and technological advances in law enforcement based on world-wide best practices. Operation Reboot led to the creation of the Toronto Police “Cyber Crimes Unit”, a unit that places the Toronto Police Service at the forefront of cyber investigations and has been replicated in other jurisdictions.

He was selected as the lead person of Senior Officer Command where he was involved in multiple national and international investigations of criminal activity such as cyber-crime and counterfeit products.

The best known of these investigations is the “Ashley Madison” adult dating service computer “hack” of its web-site. Bryce not only spearheaded the TPS investigation to identify and locate the web-site “hackers”, he also was its “Communications Point-Man”, handling the enormous publicity and international media scrutiny focused on this incident.

In this regard, Bryce has successfully displayed the leadership, training and crisis communication skills which have qualified him as a designated Incident Commander, a Public Order Commander and member of a CBRNE (Chemical, Biological, Radioactive, Nuclear & Explosive) Unified Command.

As a “go-to” leader, Bryce had been hand-picked to oversee major events in the City of Toronto. Bryce understands the dangers and threats inherent in the protection of an organization’s reputation. He always seeks to employ the initiatives required to elevate, both internal and external perceptions with the goal of maintaining a positive public image.



TRAINING ON

“RISK AND CRISIS LEADERSHIP & MANAGEMENT FOR VIETNAMESE HIGHER EDUCATION INSTITUTIONS IN GLOBALIZATION AND EDUCATION 4.0 CONTEXT”

- **Date:** Thursday (9 am – 16:30 pm), 28 November 2018
- **Location:** Room F102, Building F, VNUHCM-University of Science, 227 Nguyen Van Cu Street, Ward 4, District 5, Ho Chi Minh City, Vietnam
- **Attendants:** Academic and administrative leaders and mid-level managers at Viet Nam National University in Ho Chi Minh City (VNU-HCM), its member universities and institutes.
- **The training aims:** The training course is developed in accordance with the needs of capacity building training in leadership and management of leaders and managers of Vietnam National University Ho Chi Minh City (hereinafter VNU-HCM), its member universities and institutes, focusing on risk and crisis communication in leadership and management in higher education in Generation 4.0. The training course is aimed at improving and enhancing the competence of participants, who are academic and administrative leaders and mid-level managers at VNU-HCM, its member universities and institutes, in coping with the challenges in risk leadership and management in higher education in Generation 4.0, as well as analyzing the risk and crisis communication in the trend of globalization context. The one-day training course will provide the participants with knowledge and tools for risk and media crisis management, increase their knowledge and understanding on Risk Management, Emergency Plans and Crisis Communication which is imperative in today’s world to enhance the higher level of education which presently exists within VNUHCM, as well as upgrade their skills in identifying and implementing those at their own institutions through practice and activities.
- **Training methods:** Presentation, Question – Answer, Video, Interactions, Group discussion, Practice and Exercise.



- **Training Agenda:**

Training Agenda	
08:30 – 9:00	Registration
09:00 – 09:10	OPENING CEREMONY Welcome Remarks and Taking group photo
09:10 – 09:30	<ul style="list-style-type: none"> • Introduction • Definitions of concepts to be used in presentation • Definition of Risk Management/Crisis Communication
9:30 – 10:00	<ul style="list-style-type: none"> • Viet Nam University – University of Science is a ‘city’ • VNU’s Vision and Mission • Key roles of VNU’s personnel, i.e. ‘duty of care’ • What is VNU’s Emergency Plan? • What is VNU’s Crisis Communication?
10:00– 10:15	Tea-break
10:15– 12:00	<ul style="list-style-type: none"> • Defining Risk Management, Emergency Plan and Crisis Communication • Risk Management and its components • Risks associated to universities and their challenges
12:00 – 13:30	Lunch break
13:30 – 14:15	<ul style="list-style-type: none"> • Defining Emergency Plan and its components
14:15 – 15:00	<ul style="list-style-type: none"> • Defining Crisis Communication and its components (Crisis Communication Plan) • Presentation of video • Questions & Answer
15:00 – 15:15	Tea-break
15:15 – 16:30	<p><u>Conclusion:</u></p> <ul style="list-style-type: none"> • Questions/Discussions • Feedback
	Ending Training & Delivering Certificate



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SEMINAR ON

“RISK AND CRISIS LEADERSHIP & MANAGEMENT FOR VIETNAMESE HIGHER EDUCATION INSTITUTIONS IN GLOBALIZATION AND EDUCATION 4.0 CONTEXT”

- **Date:** Wednesday Morning (9:30am – 12am), 28 November 2018
- **Location:** Room F205A, Building F, VNUHCM-University of Science, 227 Nguyen Van Cu Street, Ward 4, District 5, Ho Chi Minh City, Vietnam.
- **Targeted audiences:** Undergraduate and graduate students of the Viet Nam National University in Ho Chi Minh City (VNU-HCM), its member universities and institutes.
- **Description:** This presentation tailored for the students at the Viet Nam National University in Ho Chi Minh City (VNU - HCM) will be conducted using a very interactive format. The platform will engage students to interact with the speaker as well as their peers. Students will also be encouraged to share their knowledge on the topics as well as their experiences.

Presentation Format:

- Short Power Point Presentations,
- Short Videos,
- Interactive and Discussions with invited speaker.

Topics to be Discussed:

- Introduction
- Overall Risks on a University Campus (Student Participation)
- Possible Vulnerabilities of Students (i.e. stress, loneliness, depression...)
- Defining **Cyber Crime** (short power point explaining pertinent facts, short video, reaction and brief discussion/comments).
- Defining **Cyber Security** (short power point explaining pertinent facts, short video, reaction and brief discussion/comments).
- **Risks associated to the Social Media Platform (Facebook, Zalo, Live etc...)**
- Defining **Cyber Safety** (short power point explaining pertinent facts, short video, reaction and brief discussion/comments).

This portion of the presentation will be a venue to introduce more complex issues of safety, online and daily occurrences on campus life (i.e. **sexual harassment, bullying, overall campus safety and importance of staying connected to campus alerts...**)



Conclusion:

- Questions/Discussions
- Group Exercise – Students will be presented with Safety Scenarios and what **actions** they would see fit to take.
- Feedback

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