



## How Organizations Think About the Unthinkable: A Risk Management Workshop about Avoiding, Managing and Mitigating Crises

Tuesday, April 19th, 2011

University of California, Washington DC Center  
1608 Rhode Island Avenue, Washington, D.C. 20036  
Information and Registration: [tinyurl.com/ccrm-dcworkshop](http://tinyurl.com/ccrm-dcworkshop)

### AGENDA

#### 9:30-10:00 Introduction

Karlene H. Roberts, PhD  
Professor and Director, Center for  
Catastrophic Risk Management  
Haas School of Business, UC Berkeley

Karl E. Weick, PhD  
Rensis Likert Distinguished Professor of  
Organizational Behavior and Psychology  
Ross School of Business, University of Michigan

#### 10:00-11:00 Practicing High Reliability: Organizations Designed for Humans

W. Earl Carnes, MA  
Senior Advisor for High Reliability  
Liaison to the Institute for Nuclear  
Power Operations (INPO)  
U.S. Department of Energy

Richard S. Hartley, PhD, MS, PE  
Principal Engineer  
Emergency, Safety, and Health Division  
B & W Pantex

#### 11:00-11:45 Crisis Management, Risk Management and High Reliability Organizations: Critical Differences

Ian Mitroff, PhD  
Professor Emeritus, University of Southern California  
Founder, USC Center for Crisis Management  
Adjunct Professor, College of Environmental Design, University of California - Berkeley

#### 11:45 Lunch provided

**12:00-1:00**

**Working Lunch**

**Stanford University Press** (<http://www.sup.org>)

**Book Series on High Reliability and Crisis Management**

Margo Beth Crouppen (Moderator)  
Stanford UP, Acquisitions Editor

Rangaraj Ramanujam, PhD  
Vanderbilt University, Editorial Board Member

Emery Roe, PhD  
CCRM Member, UC Berkeley  
Co-author, *High Reliability  
Management: Operating on the Edge*

Timothy Vogus, PhD  
Owen School of Business, Vanderbilt University  
*First Do No Harm: Creating Highly Reliable  
Health Care Organizations* (In Development)

**1:00-2:00**

**The Aesthetics of Resilience**

Paul Shrivastava, PhD  
Professor and Director, David O'Brien Center for Sustainable Enterprise  
Concordia University, Montreal, Canada  
ICN Business School, Nancy, France

**2:00-3:00**

**High Reliability Organizational Perspectives on  
Interdependence In and Across Organizations**

Peter Madsen, PhD  
Assistant Professor  
Marriott School of Management, Brigham Young University

**3:00-3:15**

**Break**

**3:15-4:00**

**Centers of Excellence**

Louise Comfort, PhD  
Director  
[Center for Disaster Management](#)  
University of Pittsburgh

Kathleen Tierney, PhD (Moderator)  
Director  
[Natural Hazards Center](#)  
University of Colorado

Erwann Michel-Kerjan, PhD  
Managing Director  
[Wharton Risk Management and  
Decision Processes Center](#)  
University of Pennsylvania

Karlene H. Roberts, PhD  
Director  
[Center for Catastrophic Risk Management](#)  
University of California - Berkeley

**4:00-5:00**

**Q and A**