

WORKSHOP INSTRUCTIONS

Purpose

The Resilience Wheel is developed to spark conversations within and across organisations working together and to facilitate collaborative identification and prioritisation of strategic projects strengthening the use of social media and crowdsourcing in disaster risk management efforts.

The format is flexible in the sense that it allows organisations to customise an approach that suits local needs while serving as a starting point for having such dialogue. The templates found at the [LINKS Community Center](#) provide a version with predefined sub-categories and a version that allows organisations to adopt and tailor their own context-specific subcategories.

Workshop: The wheel provides a tool for conducting workshops designed to map out and assess resilience-building practices within or across organisations. Using the tool in a workshop format can support organisations in strengthening and formalising social media and crowdsourcing use in their disaster risk management efforts.

Participants: 5 – 50

Time frame: 2-4 hours

We suggest designing the workshop around a thorough introduction, two rounds of discussions around the wheel in small teams and a conclusion and evaluation round.

Before the workshop

Select participants: This exercise can be done by bringing different departments together or by bringing different organisations together, which work closely in disaster risk reduction efforts. The format is a workshop where teams of 4-6 people discuss the resilience drivers in relation to a scenario.

Consider the meeting space and get supplies: Depending on the number of participants, select a workshop space that allows participants to comfortably sit around a table in teams and discuss. For the best results, print the wheel in a large format – one for each team of 4-6 people – and get post-its and pens to document the discussions in each team.

Identify facilitator(s): Identify a facilitator for each team ahead of the workshop and instruct the person(s) in the purpose of the workshop. The facilitator is responsible for driving the discussion at each table; getting participants “back on track” if the conversations diverge; and making sure all drivers are discussed before the session ends. In

The role of the facilitator

When testing the Wheel as a workshop tool across different organisations and European contexts, we found that facilitation is key for a successful workshop.

addition to a facilitator, consider appointing a note-taker responsible for documenting the conversation on post-its and the wheel template

Translate and create sub-categories (optional): If the workshop organisers wish to adapt the characteristics of each driver to fit organisational and contextual needs, use the template [here](#). Alternatively, the standard template may be used.

Design scenarios relevant for the invited participants: To allow for the best possible conversation around the table, scenarios may be used to link each of the drivers and/or characteristics with a relatable and relevant series of events. Design 1 or 2 scenarios ahead of time that are presented as part of the introduction and discussed in the first workshop round.

Scenario

The Copenhagen area has been exposed to continuous rain for a week, and the Danish Weather Authority predicts the rain will continue for a week more. The situation is not critical here and now, but major flooding is expected within the next 3 days. Due to uncertainty about the amount of rain, we do not know exactly when the flooding will occur or how high the water will rise.

During the workshop

Set up the room: Divide participants into teams of 4-6 people and place them around a table with a printout of the Wheel. A facilitator and a note-taker should be assigned to each team

Introduce the workshop purpose and the Wheel:

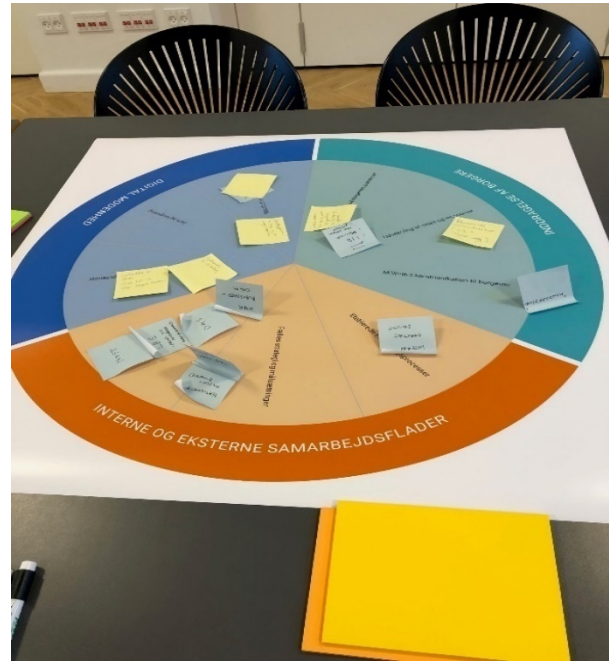
- Explain what you hope to get out of the workshop
- Explain the wheel, its drivers and the workshop format. Address one driver at a time and discuss the three characteristics. Ensure there is time for dialogue on all drivers and characteristics.
- Present and explain the scenario participants should link their conversation to when discussing the drivers and characteristics of the wheel.

Workshop round 1 (30-45 minutes): Identify current practices and approaches: Organisations working with disaster risk should begin by identifying their current uses of social media and crowdsourcing in disaster risk reduction and how these practices speak to organisational collaboration, citizen inclusion and technical skills. The scenario is used as the basis for discussing each of the drivers and characteristics in turn.

Participants and note-takers place post-it notes or/and write directly on the printout of the wheel when they identify practices and approaches.

Workshop round II (30-45 minutes): Where do the organisation want to go? In the second step, workshop participants should discuss the outcome of the initial mapping. Are some of the drivers and sub-themes more prioritised in current activities compared to others? Where do participants see the need for further formalisation of social media and crowdsourcing use and what future activities are needed in the organisation?

Place post-it notes on the characteristics where you would like to see development. Write on the Post-it notes the desires you have.



Resilience workshop conducted at the Greater Copenhagen Fire Department in February 2023

Workshop round III (20-30 minutes): The results and conclusion of the two workshop sessions: Each team develop a list of potential actions for strategic activities based on the mapping exercise carried out in rounds I and II. What is needed to create the change? Place post-it notes on the characteristics where you can identify a solution and write them in the result template found [here](#).

Organisations should conduct a feasibility analysis of the proposed actions to identify which is more suited for implementation in the concrete context. Here, it becomes paramount that organisations consider the specific circumstances – from financial resources to overlapping and conflicting interests within the organisation. Once a list of actions has been completed, the organisation may consider including these activities in formal planning and strategies.

After the workshop

Collect and analyse the post-its and result templates developed by each team: The outputs from the workshop can be used to conduct further assessment/feasibility analysis of the use of social media and crowdsourcing within or across organisations. What actions and activities should be prioritised by the organisation?

Follow up with participants: Share results and next steps with participants depending on the agreement made when recruited to the workshop. In some cases, it might make sense to conduct a second workshop on the outcomes.