

Jelly Beans, Jenga & Risk Management – Getting Better Engagement

Charlotte Candy , Risk Director AECOM

Bio



Charlotte Candy
Risk Director
AECOM

CIR Risk Manager of the Year 2021

Years of experience

16

Education



- LLB Law
- Legal Practice Course
- MSc Construction
- Diploma in Enterprise Risk Management
- Certified Member of the IRM

My Team



20

Sectors



Highways England – Regional Investment Programme

Role – Risk Advisor

Outcomes – Audit of all major road infrastructure schemes in programme. Improvement advice given to Head of Risk.



DIO – Confidential Projects

Role – Modelling Expert

Outcomes – Successful completion of assessment studies including cost and schedule modelling



HS2 – Phase 1 Main Works Civils Contract

Role – Client Representative

Outcomes – Audit of all qualitative and quantitative contractor submissions to inform notice to proceed to construction

What makes a game?

- A goal
- Rules
- Feedback system
- Voluntary participation



Are games good for us?

- Well – Defined Problems
- Skills as Strategies
- Pleasantly Frustrating



Why do games get a bad reputation?



- Films are Escapism
- Books are inspirational



- Graphics are childlike
- Games waste time



Risk Management & Games: Odd Couple or a perfect combination?

ISO31000 is basis for every organisation's risk management approach. This provides the framework but is not an explicit guide to its application in real life.

Games based learning can bridge the gaps in knowledge and understanding in an engaging and inclusive way when applied effectively.



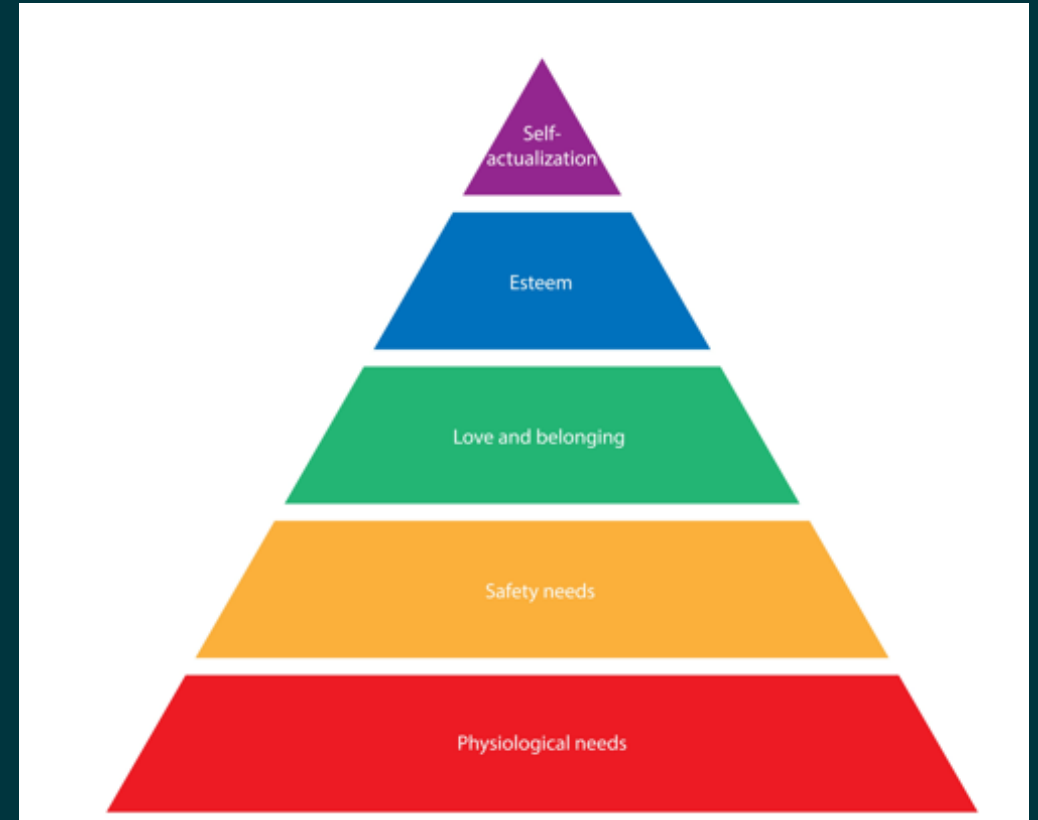
LEVEL 1: Gamification

This is a technique where the motivational mechanics of games are extracted and applied to non-game situations to increase engagement

BENEFITS:

This taps into a number of psychological factors that games activate such as status, recognition and attention. Maslow's hierarchy of needs demonstrates the importance of these factors in the motivation of humans.

An excellent method of rewarding good behaviours



LEVEL 2 : Games Based Learning

Game-based learning can be defined as lessons which are competitive, interactive, and allow the learner to have fun while gaining knowledge. These sessions will likely look like games.

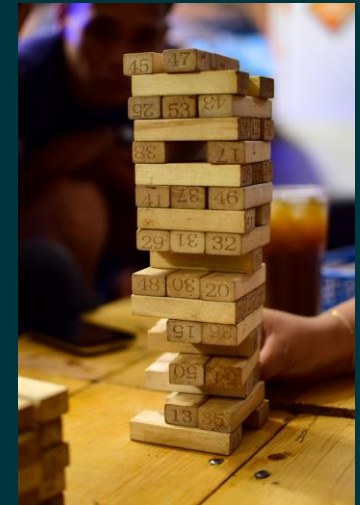
BENEFITS:

Jenga:

Gives the facilitator an insight into the participants' perception of risk. It's a fun way to break down barriers within the project team and provide challenge within the group.

Quizzes:

Great in meetings where strong characters or senior leaders are present to avoid group think behaviours. It can be incredibly liberating as every participant has the same information so not matter where you feature in the organisation hierarchy your input is valued.



LEVEL 3: Serious Games

A serious game or applied game is a game designed for a primary purpose other than pure entertainment. These look like immersive scenarios.

BENEFITS:

They provide a short, intense plunge that assaults the senses and allows project members to experience creative disruption



Simple to tips succeed at incorporating risk games into your projects



Understand the culture and nature of your organisation



Incremental changes can sometimes be more effective than grand gestures to use games based learning.



Learn from mistakes, not every game will go as planned

So why bother?

1

Enables teams the opportunity and space to understand potential risk outcomes in a safe environment

2

Demonstrates the value of learning from other disciplines to improve the quality risk management support.

3

These techniques can be used in any industry and break down barriers to success at the same time.

Questions?

CONTACT ME

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