

# How you manage risks around organisation change, service transformation and innovation.

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Sut i reoli risg mewn perthynas  
â newid sefydliadol, trawsnewid  
gwasanaethau ac arloesedd



# Housekeeping

## Cyhoeddiadau



- Badges
- Paperless
- Mobile Phones
- Smoking
- Toilets
- Fire Alarm and Fire Exit
- Feedback
- WiFi and URL
- Hashtag for Tweeting  
#WAOrisk

- Bathodynau
- Dim Papur
- Ffonau Symudol
- Ysmygu
- Toiledau
- Larwm Tân ac Allanfa Dân
- Adborth
- WiFi and URL
- Yr Hashnod ar Gyfer Trydar  
#WAOrisk

# Sharing Information

## Rhannu Gwybodaeth



-  Website [www.audit.wales/good-practice](http://www.audit.wales/good-practice)
-  Twitter [@GoodPracticeWAO / #WAOrisk](https://twitter.com/GoodPracticeWAO)
-  Blog [goodpracticeexchange.wales](http://goodpracticeexchange.wales)
-  YouTube [www.youtube.com/WalesAuditOffice](https://www.youtube.com/WalesAuditOffice)
-  Pinterest [pinterest.com/goodpracticewao](https://pinterest.com/goodpracticewao)
-  Email [good.practice@audit.wales](mailto:good.practice@audit.wales)
-  Storify [storify.com/GoodPracticeWAO](https://storify.com/GoodPracticeWAO)

# Sensemaker



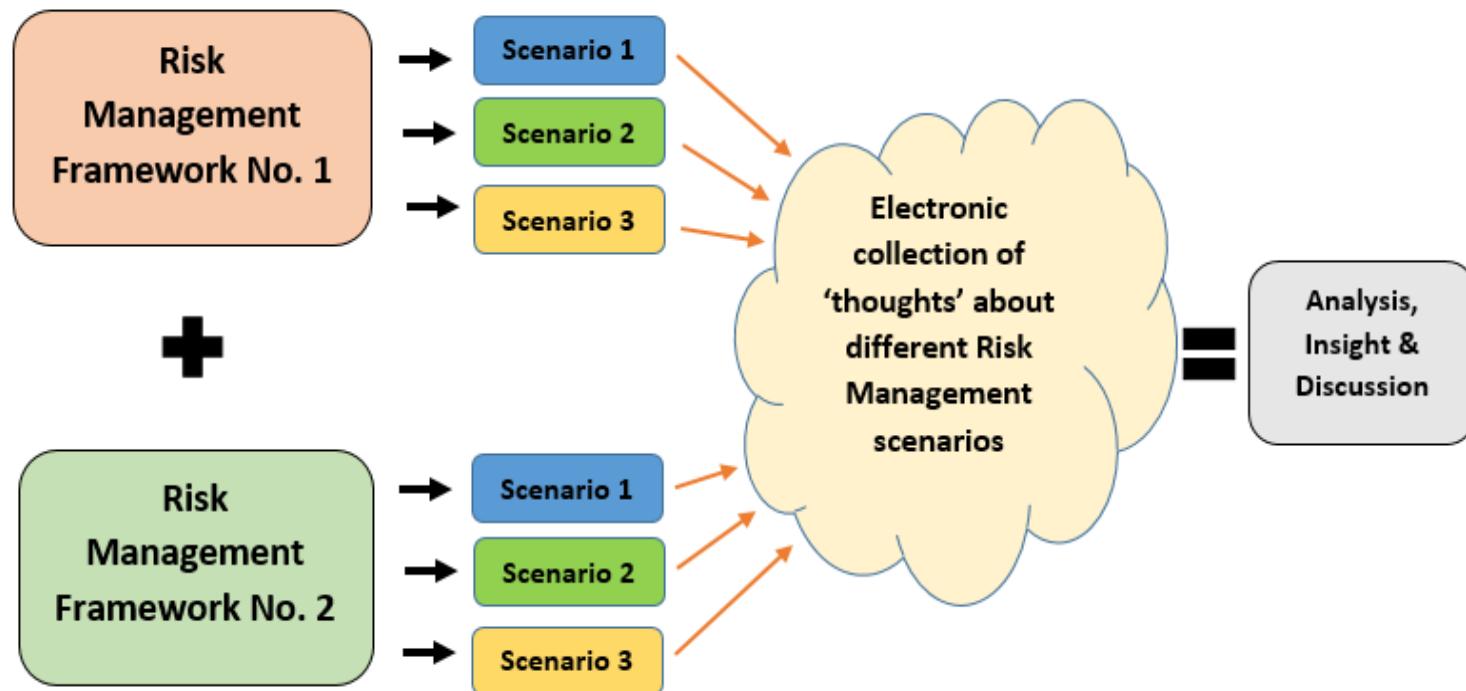
## English / Saesneg

[bit.ly/2FlaebT](https://bit.ly/2FlaebT)

## Cymraeg / Welsh

[bit.ly/2FAJmUu](https://bit.ly/2FAJmUu)

# Structure Strwythur



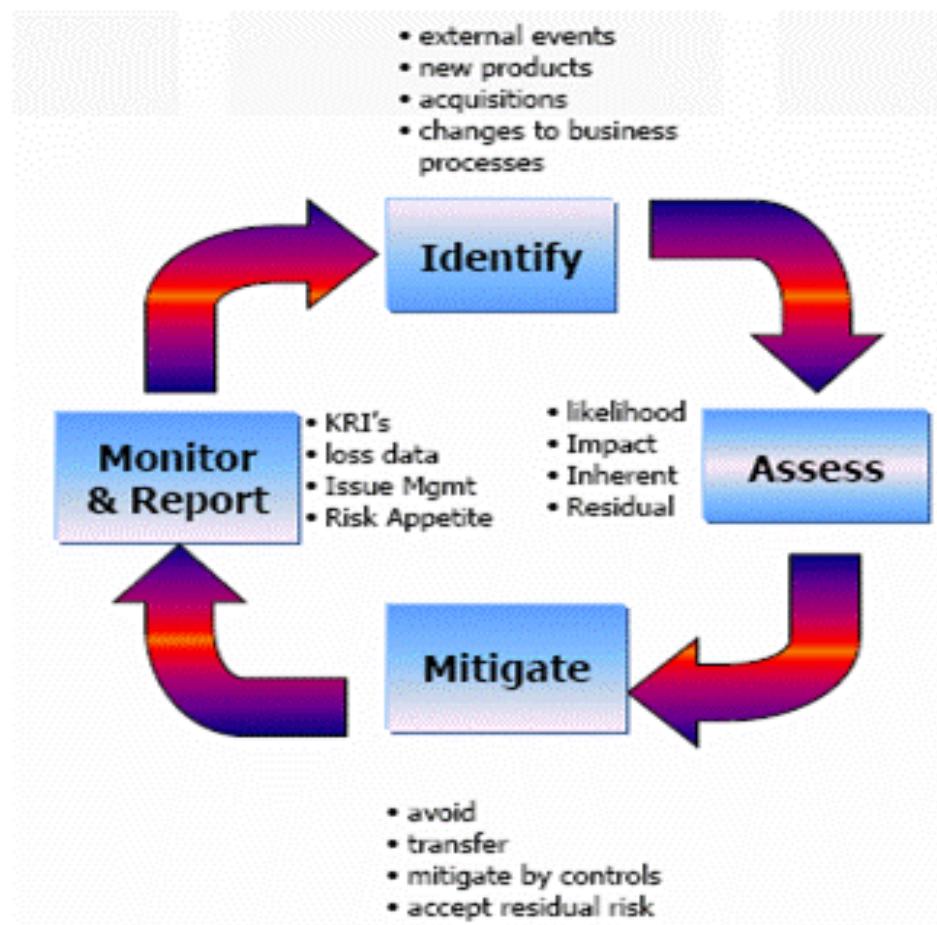
# Failure is not an option

## Nid yw methiant yn opsiwn



This approach has been adapted from a number of commonly used risk management procedures which include PRINCE2 and Health and Safety Risk Management. A generic illustration is included below.

Typically, this approach is about preventing things going wrong / bad things happening. It assumes that all outcomes can be predicted and control measures put in place to ensure they are delivered.



Plenary session – part 1  
Sesiwn lawn – rhan 1



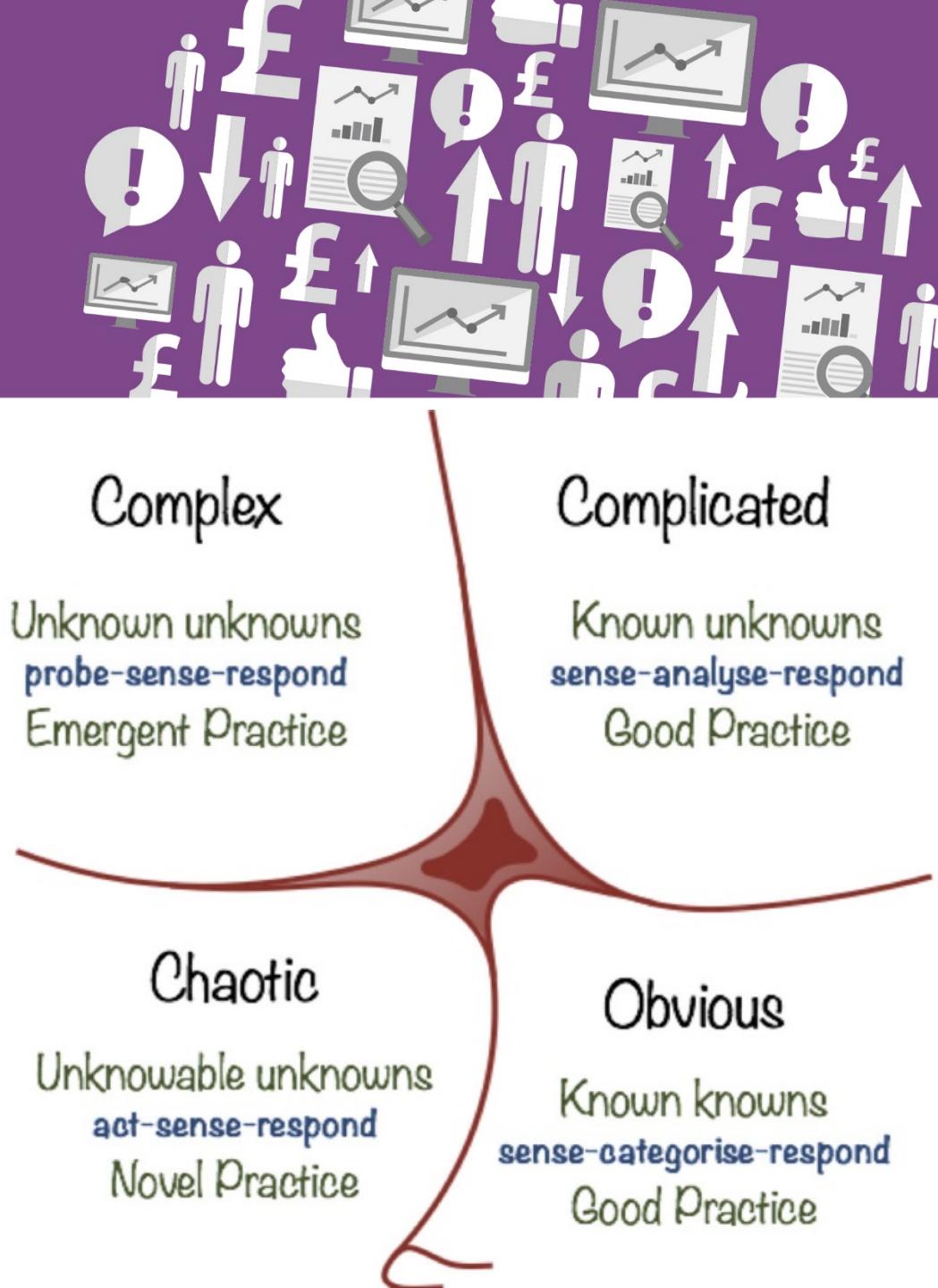
## Data sharing / Rhannu Data Complaints / Cwynion Obesity / Gordewdra

# Safe to fail

## Diogel i fethu

This approach has been adapted from The Cynefin Framework which is used to support decision making, particularly in complex environments.

Typically, this approach recognised that there are complex situations where outcomes cannot be predicted and past experiences are unlikely to be transferrable when responding to new situations. The response to risk management in a complex environment is to probe for what is possible, make sense of what you discover and stabilise / scale up things that work.



# Plenary session – part 2

## Sesiwn lawn – rhan 2



## Data sharing / Rhannu Data

## Complaints / Cwynion

## Obesity / Gordewdra

# Panel discussion

## Trafodaeth banel



Mae cymeryd risgiau sydd wedi'i reoli'n dda, yn rhywbeth y gall bron pawb ei gytuno. Beth yw eich barn chi ar sut y caiff y dyhead hwn ei gyflawni mewn gwirionedd?

Taking Well Managed Risks is something that almost everyone can agree with. What is your view on how this aspiration is delivered in reality?

# Panel discussion

## Trafodaeth banel



A oes unrhyw amgylchiadau lle mae methiant yn ganlyniad dymunol wrth ddarparu gwasanaethau cyhoeddus?

Are there any circumstance where failure is a desirable outcome in public service delivery?

# Panel discussion

## Trafodaeth banel



I wella sut mae gwasanaethau cyhoeddus yn cymryd Risgiau a Reolir yn well, beth fyddai'r un neges allweddol yr hoffech ei rannu gyda chydweithwyr yma heddiw?

To improve how public services take Well Managed Risks, what would be the one key message you'd like to share with colleagues here today?



# Live plenary session results

## Canlyniadau'r sesiwn lawn fyw

# Randomised Coffee Trials

## Treialon Coffi ar Hap



Call to Action

Galwad i Weithredu

Outputs

Allbynnau

Thank you and feedback

Diolch ac adborth

