

CLAW 2021



Report of Contributions

Contribution ID: 1

Type: **not specified**

“Stress management: Keep calm, stress is totally normal!”

Tuesday, 7 December 2021 10:35 (3h 10m)

Crisis management involves making difficult decisions, often under time- and/or political pressure, having little information and dealing with uncertain circumstances. In other words: acting during crises means party time for your stress hormones.

While stress has its short-term positive effects (e.g. increased focus and productivity), it is often perceived as something negative, that gets in the way of effective problem solving and decision making. In this workshop we'll learn how to benefit more from stress, by recognizing your stressors and focussing on how to manage your (and your colleagues!) acute stress responses. This involves practical tools and techniques which are easy to use in the heat of a crisis. Or even in the workshop itself, as we will end the workshop with a short crisis simulation where you and your team will be challenged by dilemmas, distractions and a constant changing environment... will you be able to keep focus, awareness and a steady heartbeat?

So keep calm, it's just some (short-term) stress that is coming for you!

About the Trainers:

- Marthe Huibers is an Organizational psychologist, fascinated by (effective and ineffective) human behaviour and teamwork. The last 11 years she worked as a trainer, coach and consultant in the field of crisis management, where she educated and trained people from operational to strategic level in how to deal with the unexpected. She currently works as team coach and -trainer, helping teams to (re)discover their (crisis-)potential.
- Wouter Beijersbergen worked as a trainer and consultant in the field of crisis management for the last 9 years. He served governmental as well as private companies on topics as crisis management response, planning, decision making and exercising. During his years in crisis management, he developed a huge crush on cybersecurity and made an effort to apply the lessons learned in crisis management to the field of cybersecurity. Wouter currently works as safety advisor for a Dutch municipality,

Session Classification: Training Sessions

Contribution ID: 2

Type: **not specified**

“Failing to prepare is preparing to fail”

Tuesday, 7 December 2021 10:35 (3h 10m)

In crisis communication preparation is everything. But how do you do it? Why? What are the latest developments and lessons we can all benefit from? Join Lodewijk van Wendel de Joode in a practical workshop on crisis communication: learn it today, use it tomorrow.

About the Trainer:

Lodewijk van Wendel de Joode has been working in speech writing and crisis communication for over fifteen years. Nowadays for the Netherlands Police, he used to work for the National Coordinator for Security & Counterterrorism. He has advised during several crisis such as a mass shooting, large chemical fires, extreme weather, cybersecurity incidents and plane crashes (e.g. MH17).

Session Classification: Training Sessions

Contribution ID: 3

Type: **not specified**

Prioritising during crisis (Technical Training)

Tuesday, 7 December 2021 10:35 (3h 10m)

Workshop overview

- Small introduction with analyzing of PCAP's of DDoS & Ransomware
- Incident/crisis handling
- Prioritizing
- Scoping
- Crisis communication

About the Trainer:

Earth Grob is a security expert that is specialized in the field of offensive cyber security. The meter is currently stuck around 200 security assessments within the past three years. He studied Computer Science at the University of Technology in Delft and is currently completing his BSc Psychology at the University of Leiden.

Session Classification: Training Sessions