

Issues & Actions Management for Everyone

RiskNZ Members \$115 + GST, Non-members \$140 + GST

About

Outstanding issues are like driving on worn tires. You might get away with it for a while, but you're relying on luck—and when conditions change, you might be the one left dealing with the consequences. Issues and actions management is the discipline of spotting what isn't working as it should, agreeing what needs to be done about it, and making sure it actually happens. It's a practical, everyday part of risk management that protects outcomes, strengthens controls, and supports continuous improvement across the organisation.

In this short course, you'll learn how to recognize and define issues, incidents, and actions, and how they link together. You'll explore where issues come from, and how to avoid common cultural pitfalls that lead to items going stale. By the end, you'll feel confident doing the right thing: raising issues early, following up actions, and helping build a culture where improvement doesn't get postponed.

Course Expectations:

- *Watch 5 videos*
- *Access 1 Interactive Component*
- *Answer 5 quiz questions*
- *Time: 15 minutes of video content*
- *Approximately 20 minutes for the whole course*

Course Overview

1. Importance of Issues & Actions

- Issues and actions focus on outcomes

2. Defining Issues & Actions

- Difference between issues, actions & incidents
- Sources of issues

3. Issues & Actions Management

- A process for identifying and managing issues
- Assigning ownership and due dates
- Reporting of issues and actions
- Reviewing and completing issues actions
- Culture and behaviors

4. Responsibilities for Issues & Action Management

- Issue & owners
- Issue & action managers
- Report receivers
- Board and management responsibilities

5. Cadence of Issues & Actions

- Managing due dates effectively
- Integrating issues and actions into daily work

Next steps: Register Via: adminofficer@risknz.org.nz , Receive Invoice, Payment, Set-up with Log In To Course