



SERIOUS GAME & CRISIS MANAGEMENT MASA – ESEQ

2018 & 2019

History

The E.S.E.Q¹, a higher education organization attached to the Faculty of Law and Political Science of the University of Montpellier, has been offering its students for several years now a multidisciplinary training in the fields of Quality, Health, Safety and Environment. With the QHSSE degree, its students acquire a dual general professional culture, both legal and operational, and are destined to become the future Quality-Safety-Environment managers who act at the heart of public or private organizations, designing prevention plans and implementing them in crisis units.

Wishing to confront its students to the most diverse situations of protean crisis management (natural or technological disasters or terrorist attacks), it is quite naturally that the E.S.E.Q. Management team has approached MASA Group to meet the needs of an innovative pedagogy to be found. The training project is based on specific modules taking into account environmental and societal impacts. The training cycle for these students is 2 years and ends with a 2-day synthesis exercise which places them in the most realistic situation possible, and allows them to test their acquired skills to the best of their ability, by being evaluated during crisis simulation exercises assisted by artificial intelligence, for which only MASA Group was able to provide the solution.

The Excellence sought

The 2GC² project is aimed more particularly at students in the 2nd year of the Risk and Environment Master's program. It can be open to managers of crisis management units in the public or private sectors. The significant evolution of the skills required to take into account the new environmental and societal challenges has led to the reorganization of the content of the 2nd year Master at the beginning of the 2018 academic year and to the 2GC project.

The Master's degree is built around a common core covering specific points in the Quality Safety Environment field such as: quality of life at work, corporate social responsibility, risk psychology, crisis communication, etc...

¹ School of Safety, Environment and Quality

² Global Crisis Management

To enrich this training three courses are offered:

- Performance management course where issues of sustainable development, the global quality approach are studied,
- Civil security management course where criminal law, public law, the general organization of civil security are studied,
- Safety and security management course where criminal law, public law, the general organization of public and private security are studied.

The 2GC project, which is multidisciplinary in nature, requires good coordination and close pedagogical synergy between all those involved in the training in order to achieve the objectives set: anticipating, managing and learning lessons from a crisis. To this end, reverse pedagogical methods are deployed in order to develop and encourage creativity and a spirit of initiative among the students. This project is evaluated throughout the year through continuous monitoring and a two-day crisis management exercise. All students participate in the project by being placed in situations that are as close as possible to reality.

The whole process can thus be increased from year to year by having an objective point of view on the level acquired by each student at the end of the cycle and on his or her ability to hold an operational position in a crisis context. This also allows the content of the modules to be improved by adapting them to new techniques and technologies. Finally, it offers the prospect of being able to exploit feedback (RETEX) from different types of crisis and to draw lessons that can be disseminated to risk prevention players, thus contributing to the protection of populations and the influence of the Law and Political Science.

MASA Group's inputs

By putting students in a particularly realistic situation, where each student has a typical role to play, supported by a simulation providing them with relevant, logical and realistic information during the scenario, the SYNTEX exercise enables to train and familiarize students with the application of multidisciplinary skills thanks to an innovative teaching method favoring collective intelligence.

In addition to the training provided, SYNERGY, already used in large companies or administrations, allows in-depth studies on crisis management following natural or industrial disasters or terrorist acts. It can also be used by those in charge of security at the University of Montpellier to evaluate their procedures (Cévennes episodes, attacks, etc.). SYNERGY is already contributing to the evolution of the Master's degree by stimulating discussions between several teachers or lecturers in different disciplines and is thus developing active and inverted teaching methods.

This pedagogical system enables students to better understand the multiple issues at stake within companies or administrations by placing them in a context very close to that which they will experience in their future careers.

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