

Roger Miles investigates how we humans make sense of and respond to risk; why well-intended control measures so often fail; how humans outwit AI; and how to stop human-factor risks from disrupting planned events.

Working with organisations' senior leaders, he reveals fresh and better ways to manage uncertainty and ensure robust decision-making under stress. He has delivered many hundreds of acclaimed, interactive risk workshops. These have measurably transformed engagement across a wide range of leaders and managers in business, public sector, professional and industry organisations.



After Oxford University, then audit training with a Big Four accountant, he rapidly rose to Partner and Board Director roles in global consulting firms. There he advised major UK, US and EU public companies on brand value protection and financial market events. He then led financial industry dialogues with UK and EU legislators and later advised HM Government on risk communications for environment officials, public safety and senior defence staff.

He was awarded a PhD by King's College London for his research directly observing senior bankers 'gaming the rules' during the early 2000s. He predicted then that governments would be forced to roll out radical new, behaviour-based regulation to deal with the problem. In 2008 a global financial crisis duly struck – vindicating his prediction. As governments globally rushed to develop behaviour-based controls, Roger has remained in continuous demand, leading Risk Culture initiatives across industry sectors and globally.

Dr Miles is behaviour-at-risk content lead for the *Unlocked* global video learning portals. He is an occasional lecturer on risk perception and communication at leading university business schools, including in London, Oxford and Cambridge. For central government, he has taught at the major leadership academies for civil servants, all three military services, and several first-responder services. He was lead lecturer in risk perception at UK Defence Academy, where he also served as examiner for MBA and MSc (Risk) courses.

Research and commentaries by Roger Miles, PhD FRSA, are widely published. He is a contributing editor for the Psychology Encyclopaedia of the *Behavioral Economics Guides* (London School of Economics, annual) and for Thomson Reuters Regulatory Intelligence (globally syndicated). Publishers of his serial commentaries and research include Reuters, ACCA, Risk Books, the *Financial Times*, Berkeley Research, *Board Matters* and The Law Society. His behavioural research also pops up in some surprising places such as the bestselling book *Watching the English* and the global TV hit *Prime Suspect*.

His latest popular handbooks *Culture Audit* and *Conduct Risk* are published by Kogan Page.