



Cities Insurance Association of Washington

## Training Descriptions



### **Addressing Personnel Challenges through Effective Leadership – 90 minutes**

This training covers what effective supervisors do to increase productivity and minimize personnel problems. Participants will look at the results of the largest survey of its kind that asked, “What Makes a Good Boss?” and “What are the Best Practices of the Most Effective Managers?” The training will cover the right and responsibility of supervisors to address and resolve personnel problems and tools for resolving them. Participants will leave with practical knowledge, and a document in hand for reference, that they can use the next day at work. Course content is based on **First Break All the Rules** (Buckingham and Coffman) and **Crucial Conversations and Crucial Confrontations** (Patterson, Grenny, McMillan and Switzer).

### **Adolescent Bullying – 90 minutes**

This bullying in-service is designed for any employee who supervises youth. The definition of bullying separates this behavior from teasing, harassment and resolving peer conflict. Reporting, documentation and investigation procedures of alleged bullying incidents are provided. The main emphasis, however, is providing youth programs with strategies for minimizing bullying among adolescents.

### **Appropriate Professional Workplace Behavior – 90 minutes**

In this training, three (3) main topics will be addressed: 1) Professional Work Environment, 2) Managing Conflict, and 3) Professional Behavior Communicating with Respect. Specific areas of discussion will address constructive and destructive conflict, communication skills in dealing with conflict by developing healthy responses, and communicating with respect. A group activity will have attendees identify personal traits that are important to a professional workplace and share with the entire group.

### **Bullying in the Workplace – 90 minutes**

Workplace bullying can be a health and safety issue. The impact of bullying can cause stress, anxiety and psychiatric injury that can last for many years. It may also infect the workplace, affecting production and the achievement of workplace goals. Employers have a “duty of care” obligation to provide a safe working environment; meaning psychologically safe, as well as physically safe. In this workshop, the presenter will define and give examples of bullying, discuss how it affects people and the organization, how it differs from harassment, and what can be done about it by both employees and employers.

### **Collision Response - 2 hours**

Collisions are among the most frequent types of claims insurance companies respond to. In this workshop, participants will learn what constitutes a collision and why it is essential to thoroughly investigate incidents. Participants will learn: necessary information to gather on scene, how to adequately document incidents with photographs and videos, and who needs to be notified of incidents. This workshop is tailored specifically for those responding to the scene of collisions.

### **Concussion Management - 90 minutes**

With the passage of HB1824, the Zackery Lystedt Law, all coaches, players and parents will be required to have concussion awareness training prior to a player starting practice for a particular sport. This workshop will augment efforts to comply with the legislative mandates including additional assistance with developing emergency plans, working with staff who serve concussed students, working with employees, players and parents to better understand the importance of concussion recognition, early intervention, and good return-to-play procedures appropriate to the entities resources.

### **Confidentiality in the Workplace – 90 minutes**

In today's times everyone needs to be aware of what is involved in confidentiality and what liability is involved. The purpose of this workshop is to understand the definition and importance of confidentiality, know what information is confidential, and be aware of the liability involved in a confidentiality breach. You will learn the four point test to determine confidentiality and become familiar with "incidental disclosures" and how to minimize a breach of confidentiality. We will also discuss what management's responsibility is regarding rumors.

### **De-Escalate Anyone, Anytime, Anywhere: Unplug the Power with Principle Based De-Escalation – 90 minutes**

Is it really possible to de-escalate anyone, anywhere, and anytime? Yes! Imagine yourself dealing with any scenario with anyone, anywhere, with confidence and long-term foresight. This is possible with a principle-based approach to de-escalation. While no single technique will work on every person, there is a small set of principles that do apply to everyone. These principles are universal and *apply to people of any age, level of ability, or disability, and in any setting*, and may help you in your work or private life. These principles help people enjoy success within families, foster homes, schools, group homes, hospitals, camps, day care centers, juvenile detention, assisted living facilities, and more, because these principles embody everyday life and relationship skills. In crisis situations, it turns out, some of the most powerful de-escalation techniques that you can use are actually critical relationship skills, so learning how to "be" in a crisis can be more important than what to "say."

### **Defensive Driving – 2 hours**

Becoming aware of the common mistakes to avoid while operating a vehicle can save lives and reduce claim frequency. This basic two-hour course is offered at your location, for anyone in your organization that operates a vehicle. This interactive course offers participants the basic tools of defensive driving and will analyze the common mistakes in driving that lead to accidents. The class is intended for general audiences, yet can be tailored for problematic drivers.

### **Defusing Anger in the Workplace – 90 minutes**

Workplace anger can be linked directly to innumerable personnel problems, including workplace violence. All employers have the right and responsibility to establish and maintain a well disciplined workplace that is free from harassment, intimidation and bullying. This training can be directed at any source of anger including: customers, co-workers, and supervisors. The primary goals of this in-service are to both understand and control one's own anger, as well as how to effectively deal with expressed anger in others.

### **Developing and Managing Volunteer Programs – 60 minutes**

Maintaining a vibrant volunteer workforce is a core element to having a thriving organization. This training reveals the multiple challenges associated with working with volunteers, including how to effectively manage them. This course is presented in a forum that encourages interaction and an exchange of ideas. Aspects of volunteer management covered in the workshop include: job design and development, recruitment, recognition, screening, interviewing, orientation and training, supervision, and reviewing job performance.

### **Diversity in the Workplace – 90 minutes**

In this workshop, we will take a look at what diversity is and why talking about diversity is important. We will look at the legal requirements that drive diversity, as well as who can commit and experience harassment in the workplace and when the organization is liable for such harassment. We will examine the best practices regarding perceptions and stereotypes, as well as what works when leading a respectful workplace. Also covered is understanding the role and responsibility of every employee in keeping your organization in compliance with the law and meeting policy objectives.

### **Diversity with a Focus on Sexual Harassment – 2 hours**

This workshop begins by explaining sexual harassment and provides insights regarding the impact on the organization and the legal implications. Offering tools for communication and understanding, this workshop brings all employees into a thoughtful discussion to recognize their individual part in fostering a safe, respectful culture within their organization.

Supervisors often state that confronting personnel problems are among the most difficult aspects of their job. This workshop attempts to alleviate apprehension among supervisors in that process. The training begins with an emphasis on prevention while also discovering what core management principles minimize personnel problems. After enacting preventative measures, the workshop reviews the supervisor's role when corrective action becomes necessary. The training also outlines: clear steps of progressive discipline, job descriptions, evaluations, policies/procedures, contract language, investigations, documentation, employee rights, due process and just cause.

#### **Driver Training Simulator (DTS) – Two trainees/per hour**

Offered exclusively to programs administered by Clear Risk Solutions, the Driver Training Simulator is a three-channel plasma screen immersive driving environment. This training can be adapted for any driving situation. Drivers will be trained to recognize and anticipate hazardous driving situations in difficult and common city environments, environmental factors such as adverse weather, and practice collision-avoidance when backing. This training will help reduce accidents by reinforcing positive decision making through training in realistic risk-free situations.

#### **Driving Skills Cone Course – Minimum 2 hours**

The cone course provides hands-on driver training designed to give your employees in-car driving practice with their work vehicles. Time will be spent in descriptive training, and in a vehicle to utilize concepts and techniques learned during the training. All exercises are slow speed and designed to increase your employees' confidence in their ability to maneuver their vehicle. The training is highly adaptable to your organization's needs, from group training to one-on-one training during the day we spend with you. Topics covered include driver familiarization with the vehicle, to include controls and mirror adjustments. Also, the student will be introduced to techniques and the use of reference points for successful completion of the exercises. Space must be considered: a minimum area of 220 feet by 50 feet is required for setting up the course. Please contact Clear Risk Solutions to discuss how this training can be configured to meet your organization's needs. The cone course can also be combined with our certified defensive driving presentation to further emphasize your commitment to safe vehicle operation.

#### **Enhancing Workplace Climate – 90 minutes**

Dissatisfaction with workplace culture is one of the foremost reasons employees leave their jobs. This workshop reveals the latest research in relation to workplace climate including: workplace climate and its impact on liability, the role of leadership in fostering an enhanced workplace, and how employees define successful leadership. Each session is designed to meet the needs of both leadership and employees alike. By blending current research with contemporary best-practice analysis, participants learn the essential building blocks to enhance their workplace.

#### **Front-line Liability Issues Overview – 60 minutes**

This training focuses on the leading personnel problems that result in claims and/or litigation. Our experience defending entities in court lends a sophisticated understanding of liability-related issues. The training underscores basic information as it relates to: sexual harassment, employee discipline, use of force, intimidation and bullying, employee rights, negligent hiring or negligent retention, negligent supervision, retaliation, deliberate indifference, and due process. This overview is valuable training for both supervisors and employees interested in learning to minimize liability in their workplace.

#### **Hiring Smart-60 minutes**

This valuable workshop assists employers in developing a hiring plan; from creating the job description through screening and selecting the right candidate. Participants will learn proven practices and the legal requirements of "doing it right." The training includes sample documents, along with proper search and job-listing techniques to find the best possible candidate. The sound practices taught in this program enable you to avoid the costly litigation process brought about by hiring the wrong individual or going about the process incorrectly.

#### **Impairment Recognition - 2 hours**

The improper use of alcohol or marijuana may result in unsafe working conditions. Recognizing the signs of alcohol and/or marijuana consumption and impairment in an employee is an important first step in reestablishing a safe environment. Attendees will learn to recognize the basic signs and symptoms of consumption and impairment of these two popular and legal substances. This course will also explore ways to help the employee, and at the same time, minimize risk and liability. Early intervention is the key.

### **Law Enforcement Training Simulator (LETS)**

Our LETS system will be brought to your location by a certified firearms/use-of-force team. This virtual reality simulator provides law enforcement & security personnel with challenging and realistic training in use-of-force. The simulator is equipped with a variety of weapons, including: handguns, Taser, Bushmaster M-4 Patrol rifle and OC spray. With the virtual reality system, attendees are placed in a variety of scenarios demanding a split-second thought process. This simulator will help control use-of-force claims, yet more importantly, save the lives of law enforcement officers and security personnel.

### **Maintaining a Professional Work Environment – 90 minutes**

All workplaces face personnel issues that can have a negative impact on every aspect of business. While rules, procedures, policies, and codes of conduct attempt to prevent problems by setting clear expectations, no organization is totally free of workforce difficulties. This workshop addresses conduct that can create a breach or violation of workplace professionalism. Harassment, bullying, teasing, intimidation, workplace relationships, rumors, confidentiality, silence, violence, and retaliation are examples of topics discussed in a deterrent approach. Too often we operate in a crisis mode waiting until the problem explodes and are then forced to address the issue. Dealing with sensitive issues is most effective when it is done in a prevention format, which is the focus of this workshop.

### **Managing a Multi-Generational Workforce – 90 Minutes**

Five generations of workers will soon be represented in the workforce. Whether you are an administrator, executive director, manager, or superintendent, you've probably encountered a few challenges stemming from the varying perspectives and priorities that workers from different generations bring to your organization. Conflict between generations is increasingly cited as a driver of low engagement. Schedule this workshop to learn about risk in a workplace with workers representing three, four, or five generations.

### **Managing Conflict - 90 minutes**

All relationships, personal and professional, experience some kind of conflict; this is normal, natural and sometimes necessary for growth and development. In this workshop we will discuss the myths and truths, the greatest mistakes and the ingredients that are involved in conflict. You will learn how to manage conflict, develop your communications skills and resolve conflict within your organization.

### **Managing the Risks of Social Media – 90 minutes**

In today's online world, social media is becoming an integral communication tool. The benefits of using social media are many, ranging from brand recognition, community outreach, increased sales and constituent engagement. But there is no getting around the fact that social media also introduces new risks. In this workshop we will discuss how to effectively and strategically engage your stakeholders in social media venues while also confronting the associated risks. This workshop will show you how you can protect yourself from the most common mistakes. Don't let the inherent risk of social media deter you from participating in this powerful marketing platform and the opportunities it can provide to you and your organization.

### **Open Public Meeting Act/Public Records Request - 2.5 hours**

This training will provide your elected officials, staff, board, council, and commissioners with the required training, per RCW 42.30 and RCW 42.56, effective on July 1, 2014. During this training, attendees will learn what constitutes a meeting, what meetings are not subject to the OPMA, what notice is required for public meetings, what a special meeting is, and the consequences of violating the OPMA. Attendees will also learn when executive meetings may be called, the procedures to call a meeting, and when they may be personally liable.

The goal of the Public Records Request portion of the training is to harness the collective knowledge and talent of the Public Records Officer within your organization to increase transparency and Public Records Act compliance through education. This is a basic compliance course with a detailed review of the basics for handling public records, guidance on E-Records, social media, metadata, tips for dealing with difficult requests, and training your employees.

**Performance Appraisals – 60 minutes**

Employment issues continue to be a focal point of litigation. This workshop explores the need to have honest, concrete, well-documented performance evaluations of employees and volunteers. This training offers practical input related to: evaluation techniques, required forms and procedures, legal requirements, the relationship between job description and evaluation, timelines, contract language, and evaluator training.

**Public Officials Liability / Creating Balance - 90 minutes**

This workshop is tailored to elected officials, administrators and supervisors. Attendees are offered a detailed understanding of the role each individual plays in the composition of a well-managed organization. The presentation conveys: roles, public duty, negligence, liability pitfalls, litigation traps, punitive damage exposures and many other relevant topics geared to protect and enhance the position of a public official.

**Public Records Request - 90 minutes**

The goal of this workshop is to harness the collective knowledge and talent of the Public Records Officers to increase transparency and Public Records Act compliance through education. This is a basic compliance course highlighting a detailed review of the basics for handling public records, guidance on E-Records, social media and metadata, and tips for dealing with difficult requests and training your employees.

**Recognizing and Reporting Child Abuse & Misconduct - 90 minutes**

This timely workshop discusses the recognition of child abuse and sexual misconduct, both from sources outside the organization and misconduct of employees/volunteers. The topics of when reporting is required, what to report, and how employees can protect themselves from allegations are also included in this training.

**Right Response Training - 4-14 hours**

When safety is your responsibility, the RIGHT RESPONSE workshop is your essential toolbox for determining the best course of action in any situation to achieve a safe, lasting and positive result. These tools will help you successfully manage aggression or behavioral challenges and help you prevent such incidents from occurring in the future! There are four versions of the workshop which we offer to attendees concurrently to give them just the amount of training they need: Primer, Elements, Elements+ and Advanced.

- Primer: The first four hours is primarily focused on De-escalation Techniques and is great if you have limited contact with clients. Complete and receive a Certification of Attendance.
- Elements: Maximize Safety with Self-Protection Skills, in addition to the Primer (7 hours). Complete and receive a 2-year certification.
- Elements+: For your therapeutic contact with clients, learn how to prevent escalations with Proactive Environments and Positive Behavior Support. Also includes Advanced De-escalation skills (11 hours). Complete and receive a 2-year certification.
- Advanced: This full, 14-hour certification gives you all the skills of Prevention, De-escalation, Postvention and Physical Interventions, including Escorts and Therapeutic Holds. Complete and receive a 1-year certification.

**Sexual Harassment in the Workplace – 90 minutes**

This training helps participants identify and apply the important elements of carefully and correctly handling sexual harassment issues and complaints. This workshop offers a detailed overview of what sexual harassment is while also explaining: legal definitions, prevention techniques, and how to handle sexual harassment complaints. Participants will learn to identify, take action and distinguish potential issues before they occur.

### **Supervision of Children - 60 minutes**

This workshop reviews best practices for employees/volunteers who supervise children. Steps to minimize liability and maximize child safety are key issues addressed. The legal duties surrounding supervision are discussed using case studies as examples. A supervision checklist of important “predict and prevent” factors is also covered. This workshop concludes by exploring five behavior management techniques used when supervising children. If you supervise children, this program is designed for you.

### **Taser Training - 5-8 hours**

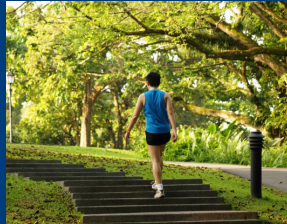
This course is brought to you on-site by a certified Taser instructor. Our instructor can certify users in the use of the Taser X26, X26P or the X2 Conducted Electrical Weapon systems. This five to eight hour block of instruction (depending on class size) will certify your law enforcement or security officer to carry and utilize your agency’s preferred Taser CEW. Our team can also assist in writing or modifying your Use-of-Force policy to include the Taser CEW.

### **True Colors® Communicating With People Who Think Differently Part 1 - 2.5 hours**

Meaningful personal interaction between staff is essential to an enjoyable and productive workplace. In this workshop, a certified True Colors presenter, through individual assessment, will translate complicated personality and learning theory into practical application. Participants will learn essential tools to bridge the gaps in communication, trust and respect. This educational and motivational opportunity can initiate the difference between a strong, transparent and efficient workplace versus problematic indifference.

### **True Colors® Communicating With People Who Think Differently Part 2 - Minimum 1.5 hours**

In our Communicating With People Who Think Differently part 2 training, the trainer will review the four core values presented in part 1. After providing a refresher of the basic awareness seminar, the presenter will apply personality characteristic theory to intrapersonal communication, motivation, time management, dealing with stress and handling change. This seminar is designed to be customized to the organization’s needs. Other areas of focus can be added.



**Program Website:** [www.ciaw.us](http://www.ciaw.us)

Administered by:

