

Reducing risk through **training**



On-site training that addresses **your needs**



A Commitment to Excellence

Cities Insurance Association of Washington (CIAW) contracts with **Canfield & Associates** (C & A), a third party administrator for property and casualty insurance programs, to provide services to all of their members. Educating members in areas of risk has proven to reduce and eliminate loss.

C & A has been providing workshops to hundreds of clients in the Northwest since 1985. Thousands of attendees have learned and benefited from presenters who are knowledgeable in their field as well as trained in preparing and presenting material.

Our educational workshops and presentations, which can be designed to fit the the goals important to you, provide valuable training to your staff at your location. These presentations are informative, specific and will give attendees current tools to better perform their duties. On-site training is the perfect solution for training a few employees or launching a widespread training effort. It's completely hassle free and it produces immediate and measurable results. Best of all, this service is available to you at no additional cost. **Call us today! 800.407.2027**

Confronting Personnel Problems *(60 minutes)*

This training begins with an emphasis on prevention. What are the core management principles that minimize personnel problems? After prevention, what is the role of the supervisor when corrective action becomes necessary? The steps of progressive discipline are reviewed and include the role of each of the following: job descriptions, evaluations, policies/procedures, contract language, thorough and unbiased investigations, documentation, employee rights, due process, just cause and past practice. Supervisors often state that confronting personnel problems is the most difficult aspect of their job. This workshop attempts to help the supervisor in that process.

Computer Use and Internet Guidelines (60 minutes)

The Internet is an educational and research tool. However, with this wealth of knowledge comes a potentially destructive and dangerous environment. Improper Internet use has become an alarming management problem. This workshop will provide you with proper procedures, monitoring and guidelines for Internet use for your employees.



Defensive Driving (3 hours)

The basic three-hour course is offered on-site for the drivers of your vehicles. Instruction will include an engaging interactive learning style with the use of lecture, handout materials, Power-Point and classroom feedback. Participants will be refreshed on the basics of driving and will analyze the common mistakes in driving that lead to accidents. Upon completion of the class, participants will be issued a certificate. The class is intended for general audiences or can be geared for problem drivers.

Developing and Managing Volunteer Programs (60 minutes)

This workshop discusses the pros and cons of volunteers in your organization and how to manage them effectively. Topics such as: job design and development, recruitment, screening and interviewing, orientation and training, supervision, and reviewing job performance will be covered. This class is presented in a forum that encourages interaction and exchange of ideas. It also covers how to recognize and reward volunteers to maintain strong retention, along with a positive workplace environment.



Diffusing Anger in the Workplace (60 minutes)

Workplace anger is the source of many personnel problems, including workplace violence. The employer has the right and responsibility to establish and maintain a well disciplined workplace that is free from harassment, intimidation and bullying. This basic rule provides guidelines for dealing with workplace anger. The training would be beneficial for supervisors directed to confront this issue or any employee who has to deal with this problem in their job. The training can be directed at any source of anger: customer, co-worker, supervisor, student, or parent. The primary goals of this in-service are to both understand and control your own anger and to be able to effectively deal with expressed anger in others.

Driver Training Simulator

Offered exclusively to programs administered by C & A, the Driver Training Simulator is a three-channel plasma screen immersive driving environment that combines the look and feel of a real vehicle. 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, simulate environmental factors, such as adverse weather, as well as practice collision-avoidance when backing. This training will help reduce accidents by reinforcing positive decision making through training in realistic risk-free situations. The simulator is centrally located at our headquarters in Ephrata, WA. The length and goals of training varies upon your specific needs.



Reduce:

- Crashes
- Equipment maintenance and repairs
- Training expenses

Improve:

- Critical decision making
- Threat recognition
- Perishable skills
- Employee retention

Provide:

- Skill enhancement opportunities
- Interactive training
- Risk-free environment
- Post-crash training

Diversity in the Workplace *(90 minutes)*

In this workshop we will discuss harassment in the workplace and when the company is liable for such harassment. Also covered is understanding the role and responsibility of every employee in keeping your organization in compliance with the law and meeting policy objectives.



Enhancing Workplace Climate *(60 minutes)*

This workshop discusses the latest research on the determining factors of workplace climate: how workplace climate impacts liability and what role does leadership play? These questions are addressed, as well as, how employees define leadership and what makes a good boss. The methods of businesses that have successfully enhanced workplace climate are also discussed.

Excited Delirium (2 hours)

This workshop will provide information to your officers, security staff, or anybody who comes in contact with persons displaying symptoms of excited delirium; such as: hysteria, profuse sweating, public disrobing and irrational behavior, and may have an occasion to restrain them for their safety or the safety of others. In separating fact from fiction on when and why an individual will die a short time after being restrained and how we can possibly overcome this phenomenon could save lives as well as your liability. Learn what Excited Delirium, Manic Exhaustive Syndrome and Neuroleptic Malignant Syndrome are, and what can be done to educate the public and others who may come in contact with persons experiencing them.

Law Enforcement Training Simulator (LETS)

Our LETS system will be brought to location by our Washington Criminal Justice Training Commission certified firearms/use-of-force team. This virtual reality simulator provides your law enforcement personnel with difficult, challenging and realistic training in use-of-force. Our unit is equipped with a variety of firearms, including 9mm, 40 cal. and 45 cal. handguns, Taser, Bushmaster M-4 Patrol Rifle and OC spray. With the virtual reality system, attendees are placed in a variety of situations demanding a split second thought process. Escalation of force issues challenge even the most experienced participants. Lanes training marksmanship is also available with bullet tracing, squeeze analysis. Breathing patterns are also critiqued. This simulator will help control the use-of-force claims, but most importantly, save the lives of law enforcement officers.

Frontline Liability Issues Overview (60 minuets)

This training focuses on the leading personnel problems that end up in claims and/or litigation. Because of our experience defending claims in court, we have a good understanding of these issues. When studying "What went wrong?", and "Could anything have been done to prevent this?" we learn valuable lessons that add to our training. Topics to be discussed include, but are not limited to: sexual harassment, employee discipline, Internet guidelines, use-of-force, intimidation and bullying, employee rights, negligent hiring or negligent retention, negligent supervision, retaliation, ADA accommodations and policy issues are just a few. Reasonable cause, put on notice, deliberate indifference, known or should have known, adverse employment action and due process are terms that are explained as they relate to minimizing liability. These legal terms are made easy to understand when presented in case studies. This overview is a valuable training for both supervisors and employees.

Hiring Smart (60 minutes)

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

Public Officials Liability / Creating Balance (60 minutes)

This workshop is tailored to elected commissioners, council members, administration and department heads. Attendees will gain a detailed understanding of the role each individual plays in the make-up of a well-managed organization. Roles, public duty, negligence, liability pitfalls, litigation traps, punitive damage exposures and other critical issues are taught in an informative presentation. In addition, our presenter will provide a short and concise overview of insurance coverage, exclusions, personal liability issues and where insurance coverage begins and ends for the elected official and employee.

Recognizing and Reporting Child Abuse (60 minutes)

This timely workshop discusses the recognition of child abuse and sexual misconduct, both from sources outside the organization and misconduct of employees/volunteers. When reporting is required and what to report are also discussed. This presentation concludes with how employees can protect themselves from allegation.



Report Card on Performance (60 minutes)

Employment issues continue to be a focal point of litigation for all employers. This workshop explores the need to have honest, concrete, well documented performance evaluations of employees and volunteers. Proper evaluation techniques, forms and procedures are outlined, along with legal requirements, relationship between job description and evaluation, timelines, contract language and evaluator training.



Sexual Harassment in the Workplace (90 minutes)

This timely workshop is designed for all employees, including council members, administration and staff. The presentation explains sexual harassment and provides information about the impact on the workplace, remedies and how to handle harassment issues. It is intended to put everyone on notice that sexual harassment cannot be tolerated in the workplace.



Taser Training

This course is brought to you on-site by a certified Taser instructor. Our instructor can certify users in the M26 Advanced Taser and the Taser X26 Electro Muscular Disruption system. This five- to eight-hour block of instruction (depending on class size) will certify your law enforcement or security officers to carry and utilize either of the Tasers your agency decides to purchase. Our team can also assist in writing or modifying your Use-of-Force policy to include the Taser.

Team Building (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 tools to bridge the gaps in communication, trust and respect. This educational opportunity can be the difference between a strong, bonded and efficient workplace versus problematic indifference. This presentation needs a minimum of 120 minutes and can be customized to meet your workplace needs.

Experience you can count on



Pat Flannery
Workshop Presenter



Dick Langum
Program Representative
Workshop Presenter



Bruce Reim
Workshop Presenter



Mark Sherwood
LETS Specialist
Workshop Presenter



Lori Sieverkropp
Account Education
Administrative Assistant



Chris Youngberg
Account Education Manager
Workshop Presenter



Larry Yount
Driving Simulator Specialist
Workshop Presenter

Call to schedule a workshop today! 800.407.2027



Cities Insurance Association of Washington



**Third Party
Administrators**

Property and Casualty Insurance Programs

Canfield & Associates

451 Diamond Drive

Ephrata, WA 98823

509.754.2027

800.407.2027

Fax: 509.754.3406

www.canfield-associates.com