

Further your public sector risk management education without leaving the office!
This Webinar series features top presenters delivering risk knowledge to your desktop!



PRIMA'S 2019 RISK MANAGEMENT WEBINAR SERIES

PRIMA'S 2019 RISK MANAGEMENT SERIES IS FREE FOR MEMBERS!

Visit www.primacentral.org today to register for individual webinars or for the entire program.



Don't miss these great opportunities to interact directly with risk management experts from the comfort of your own office. Mark your calendar for these live events, covering timely public risk management topics:

JANUARY 16 › Claim Advocacy: Fact or Fiction?

FEBRUARY 13 › Generational Leadership & Communication

FEBRUARY 27 › Transform Your Organization's Culture by Becoming a Transformational Leader

MARCH 20 › Understanding Actuarial Reports

APRIL 17 › Understanding Your Greatest Risks

MAY 15 › Fentanyl and the Safety of First Responders

JUNE 26 › Jail Operations: Evolving Changes and Risk Reduction

JULY 17 › Cultivating a Safety Culture

AUGUST 21 › Avoiding Liability: Early and Regular Communication with Your Legal Team

SEPTEMBER 25 › Steps to Developing a Risk Appetite Framework

OCTOBER 16 › Integrating Enterprise Risk Management (ERM) with the Strategic Planning Process

NOVEMBER 20 › Improving Safety in Government by Changing Driving Behavior

DECEMBER 11 › What Your Attorney REALLY Wants from Risk Management

For more information, or to register, visit primacentral.org/webinars.



JANUARY 16 | 12:00 PM - 1:30 PM EST

CLAIM ADVOCACY: FACT OR FICTION?

SPEAKER:

Melissa Steger, MPA, Associate Director of Unemployment and Workers' Compensation Insurance, The University of Texas System
Julie Saucedo, National Account Manager, CCMSI

DESCRIPTION:

Go "live" into a workers' compensation insurance trial and experience the process firsthand. Watch direct and cross-examination of witnesses and weigh the evidence. There will be a mock trial that will show you how an employer, adjuster and doctor can directly impact the mechanics and outcome of a claim. The overarching theme of the presentation is to compare and contrast traditional claims handling against a claim advocacy model.

ATTENDEE TAKEAWAYS:

- 1 Understand the importance of a thorough investigation
- 2 See how claims handling can drive medical treatment and outcomes
- 3 See the impact dignity and respect have on claim outcomes
- 4 Understand how to instill a claims advocacy culture into a WCI program



FEBRUARY 13 | 12:00 PM - 1:30 PM EST

GENERATIONAL LEADERSHIP & COMMUNICATION

SPEAKER:

Jim DeLung, PhD, Director of Training, Organizational Development Professionals

DESCRIPTION:

Participants will be introduced to the three major generations in the American workforce: Baby Boomers, Generation X, & Millennials (Generation Y). Attendees will also learn the major characteristics of each generation. This course of instruction explains methods of motivation and communication for each generation. Comprehending the diverse generational communication styles is paramount for implementation of organizational mission, vision, and values.

ATTENDEE TAKEAWAYS:

- 1 List three major generations in the workplace
- 2 Describe at least two characteristics for each workplace generation
- 3 Understand generational leadership style



FEBRUARY 27 | 12:00 PM - 1:30 PM EST

TRANSFORM YOUR ORGANIZATION'S CULTURE BY BECOMING A TRANSFORMATIONAL LEADER

SPEAKER:

Randy Anderson, CSP, Independent Training Consultant, E3 Professional Trainers

DESCRIPTION:

Many managers spend their days working through emails, sorting through stacks of papers on their desks and trying to keep up with the never-ending demands of overseeing their employees. All the while, many of your employees are more focused on "looking busy" than high productivity. What if you could transform the culture within your organization from crisis management and a constant state of

"survival," to one where your employees are fully engaged in their work and experience fulfillment from their job? This presentation will equip you to create a culture change and improve your team members' performance. The eventual result will be a more positive environment that yields high engagement, productivity and retention.

ATTENDEE TAKEAWAYS:

- 1 Understand how developing relationships with team members within your organization will help to establish and cultivate a culture that will produce better results
- 2 Discover how redirecting your evaluation/appraisal process will directly affect bottom line profitability
- 3 Learn how to maintain a constant stream of communication to instill a deep commitment to core values throughout your organization
- 4 Challenge yourself by considering if you're modeling a leadership style and level of engagement that will produce maximum results



PRIMA'S 2019 RISK MANAGEMENT

WEBINAR SERIES



MARCH 20 | 12:00 PM - 1:30 PM EST

UNDERSTANDING ACTUARIAL REPORTS

SPEAKER:

Mujtaba Datto, ACAS, MAAA, FCA, *Actuarial Practice Leader - Public Sector*, Aon

DESCRIPTION:

Actuarial reports are an integral part of the insurance and self-insurance financial reporting and budgeting process. This session will highlight the key conclusions of an actuarial report and how they are derived and used. It will also discuss the data needed and the time line necessary to produce a report.

ATTENDEE TAKEAWAYS:

- 1 What an actuarial report is and why it is needed
- 2 What data is needed and the timeline necessary for producing a report
- 3 Understanding the key conclusions of an actuarial report and how they are used
- 4 Interpreting the trends that drive claim costs



APRIL 17 | 12:00 PM - 1:30 PM EST

UNDERSTANDING YOUR GREATEST RISKS

SPEAKER:

Ron Bush, *President*, Ron Bush Consulting, Inc.

DESCRIPTION:

Businesses and individuals across the planet are under attack by cyber criminals of every type: hostile governments, corporate espionage, terrorists, crime families and lone wolves. Yet, most do not recognize this nor do they take the risk seriously, except when their own information is compromised. In this presentation, you will learn what the risks are, the danger of ignoring them and what your organization can do to protect its employees and its customers, while simultaneously limiting its liability should a breach occur.

ATTENDEE TAKEAWAYS:

- 1 Understand the concept of cybersecurity
- 2 Learn what puts information at risk
- 3 Learn how to protect your valuable information



For more information, or to register, visit primacentral.org/webinars.



MAY 15 | 12:00 PM - 1:30 PM EST

FENTANYLS AND THE SAFETY OF FIRST RESPONDERS

SPEAKER:

Adam Seidner, MD, MPH, CIC, *Chief Medical Officer, The Hartford*

DESCRIPTION:

The unintentional use of illicitly manufactured fentanyl (synthetic opioids) alone, or added to heroin, or cocaine has been cited as an important driver of the recent increases in opioid overdose deaths (Dowell D, et. al. J Am Med Assoc. 2017). First responders are potentially exposed to opioids as a result of their employment and may be at risk of acute opioid intoxication. Responders should be aware of exposure prevention measures as well as the proper management of intoxication.

ATTENDEE TAKEAWAYS:

- 1 Learn the signs and symptoms of acute opioid intoxication
- 2 Describe the probable routes of opioid exposure related to job exposures
- 3 Learn how to limit opioid exposures



JUNE 26 | 12:00 PM - 1:30PM EST

JAIL OPERATIONS: EVOLVING CHANGES AND RISK REDUCTION

SPEAKER:

Ric Bishop, *Jail Consultant, Expert Witness and Risk Mitigation, All About Jails, LLC*

DESCRIPTION:

By their very nature, operating a jail is filled with risk and litigation. Recent changes in the way the federal courts view use of force in jails and the expanding application of these principles is providing jail and risk managers an objective assessment of incidents before potential litigation. The best risk management technique is to avoid the problem. Along with the objective assessment, up for discussion will be changing jail culture to detect problems before they occur.

ATTENDEE TAKEAWAYS:

- 1 Learn the new standard in deliberate indifference (officer use of force and inmate on inmate assaults)
- 2 Understand the application of reasonable officer standard in jail incidents and operations
- 3 Learn risk reduction through culture change (reentry and medically assisted treatment)





PRIMA'S 2019 RISK MANAGEMENT

WEBINAR SERIES



JULY 17 | 12:00 PM - 1:30 PM EST

CULTIVATING A SAFETY CULTURE

SPEAKERS:

Marilyn L. Rivers, CPCU, ARM, AIC, *Director - Risk and Safety/ City Safety and Compliance Officer, City of Saratoga Springs, NY*
Daniel Hurley, CSP, ARM-P, *Risk Manager, City of Chesapeake, VA*

DESCRIPTION:

Risk professionals are often called the “tip of the spear” within their organization with regard to developing and marrying the relationships between risk and safety. It’s a difficult role that requires ongoing education, training and an understanding of the dynamics of our global safety culture in the context of our local environments. This webinar is designed to provide discussion points to ensure your employees and team members recognize the value of the health and safety of their personal and professional human habits. Life is as cyclical as our risk management wheel. Topics of discussion include how to engage your people and instill within them the importance of their participation and support of creating a safety culture within your organization and community.

ATTENDEE TAKEAWAYS:

- 1 Determine the parameters of relationship building for safety programming within your entity
- 2 Understand what perseverance may be needed to earn the respect of your local leaders
- 3 Learn techniques to embrace resiliency and consensus in developing and mitigating emerging safety issues
- 4 Understand the dynamics of the relationship between risk, political intrigue and safety



AUGUST 21 | 12:00 PM - 1:30 PM EST

AVOIDING LIABILITY: EARLY AND REGULAR COMMUNICATION WITH YOUR LEGAL TEAM

SPEAKERS:

Michele Molinario, Esq., *Partner, Jones, Skelton & Hochuli, PLC*
Kurt Braatz, *Loss Control Manager, Arizona Counties Insurance Pool*

DESCRIPTION:

This webinar will demonstrate real-life situations involving pitfalls related to the lack of communication with your legal team. Also highlighted will be red flags indicating that early intervention may be necessary.

ATTENDEE TAKEAWAYS:

- 1 The risks of neglecting to communicate with your legal team
- 2 Tips to recognize the need for early legal intervention



For more information, or to register, visit primacentral.org/webinars.



PRIMA'S 2019 RISK MANAGEMENT

WEBINAR SERIES



SEPTEMBER 25 | 12:00 PM - 1:30 PM EST

STEPS TO DEVELOPING A RISK APPETITE FRAMEWORK

SPEAKER:

Scott Wightman, ARM-E, *Managing Director, ERM Practice, Arthur J. Gallagher*

DESCRIPTION:

All organizations implementing enterprise risk management (ERM) should take some time to consider their high-level appetite toward risk. As opposed to risk tolerance, which draws a line through the heat map and all risks above the line must be either avoided or treated to bring within tolerance, risk appetite studies an organization's view of risk, from both a downside and upside perspective, in the pursuit of its objectives. This webinar will explore the qualitative and quantitative considerations in developing a risk appetite statement, as well as how to incorporate that philosophy into other business practices such as strategic planning, quality improvement, compliance and budgeting.

ATTENDEE TAKEAWAYS:

- 1 Clear understanding of risk appetite and risk tolerance
- 2 Practical steps to develop a risk appetite framework
- 3 Consideration of incorporating the risk appetite philosophy into other business practices



OCTOBER 16 | 12:00 PM - 1:30 PM EST

INTEGRATING ERM WITH THE STRATEGIC PLANNING PROCESS

SPEAKER:

Tim Wiseman, MBA, ARM-E, *Assistant Vice Chancellor for Enterprise Risk Management, East Carolina University*

DESCRIPTION:

This webinar will focus on some of the unique nuances to strategy formulation in public sector and higher education environments. Additionally, attendees will hear some suggested tactics for elevating risk management discussions and considerations into the strategic planning arena and why it is important to do so. This presentation will address why it is important to boost risk awareness and intelligence for the organization in order to properly evaluate both opportunities and threats.

ATTENDEE TAKEAWAYS:

- 1 Better understanding of sources of strategic direction and planning guidance for public entities
- 2 Tactics for making the case to include modern ERM concepts in strategy setting
- 3 Understanding of typical challenges in merging risk considerations into strategic decision-making



For more information, or to register, visit primacentral.org/webinars.



PRIMA'S 2019 RISK MANAGEMENT

WEBINAR SERIES



NOVEMBER 20 | 12:00 PM - 1:30 PM EST

IMPROVING SAFETY IN GOVERNMENT BY CHANGING DRIVING BEHAVIOR

SPEAKERS:

Chris Kittleson, ARM, Director of Loss Control Technical Services, Public Risk Underwriters of Florida, Inc.

Mike Scrudato, CPCU, ARc, Senior Vice President, Munich Re

DESCRIPTION:

This webinar will provide an overview of the basic elements of a fleet safety program, which serves as the foundation required to achieve modifications to driving behavior with the desired result of safe fleet operations. In addition, recent technological advancements in the area of crash avoidance systems that can be used to modify driving behavior as well as mitigate motor vehicle accidents will be reviewed.

ATTENDEE TAKEAWAYS:

- 1 Learn how to transition your fleet safety program from paper to practice
- 2 Know how to modify driver behavior
- 3 Become aware of technological advancements in fleet safety



DECEMBER 11 | 12:00 PM - 1:30 PM EST

WHAT YOUR ATTORNEY REALLY WANTS FROM RISK MANAGEMENT

SPEAKER:

J. Michael Billingsley, JD, City Attorney, City of Kingsport, TN

DESCRIPTION:

This presentation is focused on the relationship between the risk manager and the organization's attorney, which can be a pivotal element in the success of the organization in dealing with legal issues and claims. Resolving issues early and quickly saves the organization money, time and reduces the distraction caused by litigation. Developing a positive professional relationship between the risk manager and the attorney creates value for the organization.

ATTENDEE TAKEAWAYS:

- 1 Recognize the impact of a positive relationship between the risk manager and the attorney
- 2 Understand how the risk manager-attorney relationship benefits the organization
- 3 Methods and steps to collect and create useful information



For more information, or to register, visit primacentral.org/webinars.



PRIMA'S 2019 RISK MANAGEMENT WEBINAR SERIES



REGISTRATION

LIVE WEBINAR OR ARCHIVED PRESENTATION

PRIMA MEMBER > FREE! | NON-MEMBER > \$129

**Cancellation Policy: There will be no refunds within 48 hours prior to the start of the Webinar. Cancellations made before the deadline will receive a refund minus a \$25 administrative fee.*

Train your whole office with no travel expense or time away! All you need is either a computer with Internet access to join the Webinar or a telephone to participate through an audio-conference via a toll-free number. You can watch the presentation, submit questions, download handouts and participate in audience polls. Participate alone or with colleagues in a conference room. The login information is sent out several days prior to the live event. Testing of your computer connection prior to the Webinar is recommended. Instructions will also be provided with the login information. Free technical support is available by calling 703.253.1261 and is also available on primacentral.org.

Visit PRIMA's Web site to register for all the Webinars today! www.primacentral.org/webinars



For more information, or to register, visit primacentral.org/webinars.