

2017 Education Sessions

Risk Management Leadership/Administration Track

Selling Risk/Top Down and Bottom Up

Core Competency: PRMS: Risk Control

Presenter: Dean Coughenour, ARM, City of Flagstaff, AZ

This session is fast paced, interactive, entertaining and impactful. Attendees will learn how to build value and create a culture of risk management in which all employees feel empowered as risk managers. The presenter will discuss the attitudes that mold a safety culture and provide meaningful methods to take back to your entity to improve the attitudes toward safety and the results of risk management. This session will provide insight into what motivates individuals to communicate effectively with each other to build self-sustaining results.

Engaging Your Community: Addressing Your Risk Exposures

Core Competency: PRMS: Risk Control

Presenters:

Michael Fann, ARM-P, MBA, The Pool - TN

George Dalton, ARM-P, MCM, The Pool – TN

Some organizations engage in customer service training while others may call it "demeanor" or "interpersonal skills" training. We simply title it "Engaging Your Community". Most members of the general public appreciate the services that governmental entities provide, however, practically every encounter has the potential to be adversarial or negative. Given that, public servants must engage the public with respect and civility. Public entities must intentionally engage every stakeholder segment of the community to improve these relationships. A public servant's goal is to build emotional capital within the community on a daily basis and to add credits to their balance sheet, because the debit is eventually coming.

Lessons From Black Swans and Other Odd Ducks

Core Competency: PA/GBS: Communications Skills

Presenter: Marcus Beverly, CPCU, AIC, ARM-P, Alliant Insurance Services, Inc.

This session serves as an overview of several influential risk management books and thinkers that will cause you to ponder how to assess, communicate and mitigate risk. The presenter will share information regarding a 'new' definition of risk, how to tailor your message based on how the public reacts to risk, how to avoid being a 'turkey' and why the other lane always seems to move faster than yours.

Emerging Trends: Public Risk Manager Panel Discussion

Core Competency: CTIS: Future Trends

Presenters:

David Karamessinis, Travelers Insurance Company

Leland Frische, Town of Gilbert, AZ

Dean Coughenour, ARM, City of Flagstaff

Pokemon Go? Slacklining? No one can predict the latest fad that will capture the public. We live in a complex world with changing dynamics. New and emerging issues are all around us on a daily basis. Issues such as Post Traumatic Stress Disorder (PTSD) in our first responders and law enforcement, drone exposures, transgender issues, use of body-worn cameras, cyber threats and others continue to be front and center. In this session, you will hear from other public risk managers who are managing these exposures and discuss ways that you can make your public entity more prepared to deal with these emerging trends.

Understanding and Managing Reputation Risk

Core Competency: CTIS: Strategic Planning/Management

Presenters:

Carleen Patterson, ARM-P, CIC, CRM, Aon

Lori Gray, Prince William County, VA

Building and maintaining a solid reputation is important for public sector organizations. Reputation risk is an intangible asset that is often difficult to identify and quantify. Assessing reputation risk is not an objective process, but rather it is a subjective assessment that could reflect a number of different factors. In this session, attendees will learn how to assess, measure and monitor reputational risk to help sell risk management to decision-makers and to prevent a loss of reputation.

Penetrating the Cone of Silence: Police & Fire

Core Competency: PA/GBS: Communications Skills

Presenters: Dean Coughenour, ARM, City of Flagstaff

During this session, the presenter will focus on building effective lines of communication with both police and fire. Have you ever wondered why it seems that these two groups are much more difficult to establish buy-in with? Why are they different? How are they different from each other? Attendees will learn ways to integrate risk management into both of these organizations and obtain information regarding how to recognize whether or not the integration is successful. This session will be fast-paced and utilize video and Q&A.

People of ACTION Don't Have Time to THINK

Core Competency: CTIS: Strategic Planning/Management

Presenters:

James Billingsley, J.D., City of Kingsport

Terri Evans, City of Kingsport

This session will evaluate the balance between thinking through decisions and becoming stymied in the never-ending "what if's". It will explain why it is imperative to think through programs, processes, policies and future plans. While it can be enticing to "just do it" when it comes to a new idea, many entities have found themselves on the wrong side of the law or public perception when decisions are not thoroughly vetted. This is why it's important to have risk management at the decision-making table. It is important to position yourself to be of assistance without being viewed as a road block to development and success. But how? What do you do if your leadership fails to include you in decisions, or worse yet, fails to inform you of changes/new programs in the first place.

Successfully Implementing CHANGE as a New Risk Manager

Core Competency: PRMS: Risk Management Process

Presenters:

Tim Zimmerschied, ARM-P, CPCU, AAI, CIC, ALCM, AMIM, Arthur J. Gallagher & Co.

Yvonne Moebs, County of Guilford, NC

This session is designed to help the new risk manager assess current programs in place and evaluate the dynamics behind programs both administratively and financially. After the assessment is complete, real world examples from a risk manager are shared, to demonstrate how to implement substantial change to a risk management program. The presenters will provide many real world takeaways for immediate use by public entity risk managers and safety personnel.

Contractual Risk Transfer: The Phoenix Effect

Core Competency: PRMS: Risk Financing

Presenters:

Tiffany Allen, ARM-P, PS-MESH, Travelers Insurance Company

Dave Karamessinas, Travelers Insurance Company

Are you satisfied with your contractual risk transfer (CRT) program? Or does it feel old like a phoenix at the end of its life cycle? No matter where you are in your CRT program development (brand new or older), you can take control and give it the phoenix effect by creating a new

policy or revitalizing the one you have. Hold harmless, indemnification or insurance procurement agreements in leases, construction and transportation contracts, use of facility forms, intermunicipal cooperation agreements or other type of agreements (such as purchase orders or less formal letters of understanding) are methods commonly used by public entities to transfer risk. Transferring risk has always been a challenge, however, it now takes more effort and skill to effectuate a satisfactory risk transfer than in the past. In this session, attendees will learn about internal and external contract players and responsibilities, key contract requirements, and common pitfalls to avoid in contractual risk transfer.