

# PRIMA 2010 WEBINAR SERIES



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The Public Risk Management Association's Webinar series is designed to help risk management professionals like you excel in the field without leaving your office.



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# RISK MANAGEMENT 101

January 20, 2010  
12:00 p.m. – 1:30 p.m. EST

**Presenters:** Dorothy M. Gjerdrum, ARM-P, Executive Director, Public Entity & Scholastic Division, Arthur J. Gallagher Risk Management Services, Inc., Stewart Ellenberg, ARM-P, Risk Manager, City of Boulder, CO

The role of the public sector risk manager has been evolving steadily since the early 1970s. The practice of risk management has changed from a transactional focus (simply buying insurance or implementing a safety program) to a process and management focus (trying to identify and manage ALL risks). The Risk Management 101 Webinar addresses the fundamental steps in the risk management process:

- 1 Establish the framework for the process, including your internal and external context
- 2 Identify and analyze your loss exposures
- 3 Evaluate and select the best risk management techniques to manage those exposures
- 4 Monitor and review what you've implemented
- 5 Throughout the process: communicate, communicate, communicate.

Any one of these steps may seem like an insurmountable task to the new risk manager. This Webinar will help break down the steps into "bite sized portions" that can be implemented at any size organization. The presenters will discuss techniques and examples of success for each stage of the process. No matter where your organization is in relation to managing risk, this program will help you move your program further along.

### During this Webinar, participants will:

- Develop an understanding of how continual risk communication can help build a successful risk management program
- Identify the characteristics and components of exposure to loss
- Review examples of risk mitigation strategies
- Learn the various steps of the risk management process and how to apply the process in the public sector
- Learn to use established methods to identify and analyze loss exposures throughout your organization

### WHO SHOULD ATTEND:

- Department managers
- Finance officers who have a risk manager as a direct report
- New and seasoned risk managers
- Safety officers

# WRONG(ED) AND RIGHT(S)

## Recent Trends Related to Wrongful Conviction and Governmental Liability

February 24, 2010  
12:00 p.m. – 1:30 p.m. EST

**Presenters:** Jason P. Cronin, Partner, Wiley Rein LLP, Benjamin C. Eggert, Partner, Wiley Rein LLP

Across the country, there have been several high profile lawsuits against public entities and public officials related to wrongful conviction and wrongful incarceration. In many situations, DNA evidence has been used to overturn previous convictions of individuals who sometimes have been incarcerated for more than 10 years. Other times, cases do not involve DNA evidence, but instead involve errors such as mishandled evidence and failure to follow proper police procedures. These wrongful conviction lawsuits can lead to very large jury verdicts or significant settlements.

When these cases arise, they may require insureds (public entities) to dedicate significant resources in the civil litigation, re-gather historical evidence and access insurance policies from 10 - 20 years prior to the reversed conviction in order to determine coverage availability, including the potential for significant expense costs associated with defending the public entity and its employees.

During this Webinar, the presenters will provide an overview of the variety of issues associated with these cases, specific case information and what an entity can expect to encounter should they be involved in the civil defense associated with a high profile wrongful conviction case.

### During this Webinar, participants will:

- Examine loss control methods associated with areas of loss exposure
- Identify the characteristics/components of exposure to loss
- Learn the various steps of the risk management process and how to apply the process in the public sector
- Learn to use established methods to identify and analyze loss exposures throughout your organization
- Recognize the basics of loss control, safety and loss prevention

### WHO SHOULD ATTEND:

- City and county attorneys and managers
- Claim personnel
- Governmental pool managers
- Insurance industry underwriters
- Law enforcement personnel
- Risk managers

# THE ANATOMY OF A LAWSUIT

**April 21, 2010**  
12:00 p.m. – 1:00 p.m. EST

**Presenter:** *Melanie Keeney, Attorney, Tueth, Keeney, Cooper, Mohan & Jackstadt, P.C.*

In today's society, most entities will eventually find themselves doing battle in the court system. Many risk managers also serve as litigation managers, strategizing with defense counsel and advising elected officials as the case progresses. If you are sometimes confused by the legal system (and the language that attorneys speak), then this session is for you! Attendees will learn the various components of a lawsuit and what to expect at each stage of the process. This Webinar will be especially helpful for newer risk managers and others who want to strengthen their expertise in this area of the core competencies.

**During this Webinar, participants will:**

- Develop an understanding of litigation procedures and risk manager's role at each phase of process
- Learn the pros and cons of mediation and related procedures
- Receive training on various types of damages and relief award in trials

**WHO SHOULD ATTEND:**

- Claims adjusters
- City attorneys
- Risk managers



# PUBLIC SECTOR HR BASICS

**May 19, 2010**  
12:00 p.m. – 1:00 p.m. EST

**Presenter:** *Joe Lunt, IPMA-CP, Personnel Director, City of Shreveport, LA*

This Webinar will provide an opportunity for new practitioners or those with collateral HR responsibilities to acquire a clear idea of the general services and framework of public sector human resources management.

**During this Webinar, participants will:**

- Be exposed to general concepts that concern pay and benefit design and delivery
- Discover which concepts and values underpin the practice of public sector HR
- Familiarize themselves with the primary HR processes that are common to public sector agencies
- Learn where to locate further resources for support

**WHO SHOULD ATTEND:**

- Agency administrators, deputies or assistants
- Any staff with interest or collateral responsibility in public sector human resources management
- Elected or appointed officials with an interest in public sector HR
- Financial and audit staff with HR interface



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# KEY ISSUES IN LOSS MITIGATION

## Is Your Organization Prepared to Respond?

September 15, 2010  
12:00 p.m. – 1:30 p.m. EST

**Presenter:** *Russell Opferkuch, CPCU, ARM, CSP, President and Chief Operating Officer, Aon Horizon Consultants, Inc. & Aon Global Rapid Response*

A disaster recovery plan protects a company's greatest asset: the ability to generate revenue. Some organizations can become complacent if they haven't experienced a major property loss in many years, increasing vulnerability to a significant impact on their business.

Those organizations that are prepared to respond quickly to catastrophic events on a global scale with a solid loss mitigation plan and with experts working on their behalf will resume normal operations sooner. That plan will also help organizations jump-start their claims process by providing the insurance company with timely and relevant data at the outset of a loss.

This Webinar will consider several specific public sector case studies involving catastrophic property and business interruption loss experience and explain the basic components of loss mitigation efforts and the claims preparation and presentation process.



### During this Webinar, participants will:

- Be taught property loss mitigation considerations
- Determine what to expect from a disaster recovery company
- Hear about insured's post-loss obligations / the claim preparation process
- Learn about FEMA recoveries and the claims process
- Receive training on working with an insurance company and its experts

### WHO SHOULD ATTEND:

- Claims adjusters
- Claims managers
- Chief financial officers
- Risk managers
- Safety officers
- Treasurers

# PROTECTING OUR CHILDREN:

## Keeping Our Communities and Schools Safe

October 13, 2010  
12:00 – 1:00 p.m. EST

**Presenter:** *Mary Sue Linville, ALCM, ARM-P, Director of Risk Management and Operations, Washington Schools Risk Management Pool*

There is no greater challenge or reward than providing for the safety of the children entrusted to our care. As public entities, we are often challenged by requirements to provide services to children with limited funds and resources. To successfully achieve this goal while protecting students from harm and our entity from potential liabilities, risk managers must be able to understand the risks associated with programs, the recognized standards of care for safety and best practices to avoid failure.

Those who are in contact with children within public entities should have no surprises about expectations for children's safety. Clear, consistent and concise policies, procedures and support from administrators can assist them with making the best safety choices in a given situation. This webinar will illustrate what you need to know to keep children safe at school, on field trips, at parks, or other locations within your entity.

### During this Webinar, participants will:

- Be advised on the expectations of chaperones, caregivers and others who supervise children
- Familiarize themselves with emergency procedures
- Learn the importance of documentation
- Obtain instruction on facility/transportation safety where children are present
- Receive guidance on supervision of minors
- Receive instruction on facility safety where children are present

### WHO SHOULD ATTEND:

- Bus drivers
- Day care providers
- Facility maintenance workers
- Health and human services workers
- Parents
- Parks and recreation managers
- Risk managers
- Safety officers
- Teachers
- Volunteers

# WINNING STRATEGIES FOR CONTRACTUAL RISK TRANSFER

November 17, 2010  
12:00 p.m. – 1:30 p.m. EST

**Presenter:** Bill Mason, CPCU, ARM-P, Risk Manager, City of Sunrise, FL

This Webinar will help you become skilled at writing standardized and customized insurance requirements for procurement documents, professional services agreements and construction contracts that will enable you to be realistic, fair and effective in contractually transferring risk to your vendor. You will gain knowledge about the most effective types and uses of the additional insured endorsement under your vendor's contractually required commercial general liability, business auto, builder's risk, pollution legal liability, workers' compensation and excess/umbrella liability policies. You will learn how to check certificates of insurance for compliance and how to train others in your organization to check their own certificates. This Webinar will include valuable sample language and training material that you can download and start using in your contracts.

#### During this Webinar, participants will:

- Become skilled at writing effective and reasonable insurance requirements
- Increase their knowledge of the major types of indemnification and other key contracting tips
- Learn about the major types and uses of additional insured endorsements
- Obtain an understanding of what to look for and how to check certificates of insurance

#### WHO SHOULD ATTEND:

- City attorneys and legal assistants
- Contract administrators or department heads
- Insurance agents and brokers
- Purchasing directors and buyers
- Risk management consultants
- Risk managers and analysts

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