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Risk management is for decision makers ...

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Invest in Volunteers for Better Results

Each year budget planning consumes a large amount of time. Often, we find there is a long wish list of things we would do if we only had more money. Too often, we are unable to sell senior management on the need for improved recruitment, training and supervision of volunteers. We need confidence in our volunteers to help us successfully promote the benefits of our investment. With confidence, all that's left is being able to educate our bosses in the benefits of volunteer management.

Here are some tips to increase your manager's appreciation of the benefits of working with screened, qualified and enthusiastic volunteers.

- **Budgets are written annually** and reviewed during the year. What may be impossible today may be something you can do in six or nine month's time, or even next year. Do not take a 'No' answer as meaning 'never'. Take a long-range view.
- **Present your plea for resources positively.** What services do (or can) volunteers assist with that are not currently available due to financial constraints? If management values the proposed work, they can see the benefit of supporting volunteers who can accomplish the work. You need to show a distinct return on investment?
 - Calculate the cost of the work on a per person, per time period, or per task basis. What may sound expensive can appear more reasonable when described as \$X per month and even less as \$X per month/per volunteer.
 - Remember 'opportunity cost' calculations, too. Identify services that cannot be done if volunteers' efforts are not supported.
- **Team Players are More Successful.** Make a connection between the funds you need and who will be helped. Ask co-workers and volunteers to brainstorm with you on your proposal. How can the proposal benefit them – either today or in the long-term? Provided the proposal proves successful, could the concept be expanded to other projects? Be willing to recruit others who can help advocate your ideas.

Do you have ideas that have worked for you? Tell us your successes! Email us at joy@cunnart.com with your successes.

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“A life spent making mistakes is not only more honorable, but more useful than a life spent doing nothing.”

George Bernard Shaw

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Identity Theft - Protect Your Information

Identity theft is growing at a fantastic rate. In North America it is estimated that identify theft affects more than 500,000 people each year. It can happen when someone steals your name, address, Social Insurance Number, credit card information or other personal information.

At your workplace, thieves can attack records by posing as IT administrators and sending e-mails asking you to provide your user information and passwords. This scam gives the perpetrator access to all information on the PC, whether personal or corporate.

It is important that all public and private corporations take preventive measures for protection. You can enhance corporate security with five relatively simple steps:

1. Automate the password re-set schedule to require employees to create new passwords on a frequent basis.
2. Insist that employees avoid common words and phrases when choosing passwords.
3. Prohibit help desk personnel from 'giving favors' and by-passing password security for fellow employees.
4. Maintain comprehensive audit trails for password activity.
5. Insist that help desk personnel confirm employee identity even during periods of high call volumes.

What are YOUR Biggest Issues? The results are in:

Respondents to last issue's survey indicate that their top three issues are:

1. *Managers and front line workers keep me informed of plans, issues, problems and successes.* A common thread was that risk managers feel left out of plans for changes and problem-solving until the very end of a project. Sometimes, projects begin before the risk manager is aware of its existence.
1. *I know middle managers who I can count on to help sell risk mgt. concepts.* Responses were in general agreement with this statement. Newer risk managers (less than 3 years experience) have greater difficulty than more experienced managers in obtaining cooperation and assistance.
2. *Risk management scope is clearly established through corporate policy.* Risk Managers say the connection between corporate policy and practical, day-to-day work is difficult to establish.

Coming soon ... “Strategies to Reduce Contracting Risk”

This handy guide will help you identify and mitigate the risks inherent in contracts. Visit www.cunnart.com for more information.

Bonus: Receive a handy, compact insurance matrix to select most appropriate insurance coverage for common contract needs.
