

Seminar Catalogue

OUR ONLY FOCUS: RISK MANAGEMENT

Many people believe risk management means buying insurance. Others believe it means successfully delivering services while minimizing negative possibilities.

Why learn from our own mistakes when you can learn from someone else's? Join your municipal colleagues who attend Cunnart's seminars each year to gain from the experience of risk management experts on a wide variety of municipal risk management topics.

Though many risk management seminars and workshops are readily available most providers do not have real-world experience in the municipal sector. They offer programs using generic risk-management language. Often they do not address issues unique to the municipal sector nor do they honor and respect local government culture, realities and values; and they do not teach their skills in a manner designed for the public sector.

Cunnart's training programs are reframed with themes and values that are particular to the local government sector. New content or instructional units are added to programs to adjust to changing legislation and as legal precedents' are established.

DELIVERY METHODS

Seminar teaching methods include lectures, the display of program content on PowerPoint and, where time permits, workshop participation to practice techniques. The trainer has both experience and education in teaching adults. All topics can be specifically tailored upon request of the client.

Each participant receives handouts that contain course content as reference material. The handbooks are available based on your choice of hardcopy or pdf format.

FIVE ADVANTAGES OF INSTRUCTOR-LED SEMINARS

1. People learn more quickly under the guidance of experienced teachers.
2. A sense of fellowship, where individuals meet others with similar interests, concerns and situations in their discipline.
3. A break from daily routine that allows participants to concentrate on a specific subject for the entire length of the seminar.
4. A sense of inspiration - sometimes concerns are reduced through sharing experiences with others who "understand" your problems or concerns. This can be a great morale booster!
5. A variety of learning styles are utilized to provide students with the opportunity to quickly embrace the subject.

CHOOSE YOUR SEMINAR

Cunnart offers a wide range of seminar topics and lengths. Choose from:

- A one to two hour presentation that outlines fundamental risk management principles.
- A series of half-day seminars presented at various sites across your organization that teaches fundamentals of specific tools to individuals just beginning to use risk management tools.
- A series of one or two-day workshops that feature multiple concepts and providing the opportunity to apply the risk management skills through participation in workshops and exercises. Two-day workshops allow more time to explore the techniques through review and practice on a variety of operational risk situations. Hands on and case-study-based, these sessions provide participants with a set of tools to design efficient processes that help to achieve organizational goals.

WORKSHOPS AT YOUR WORKSITE

If you would like to explore bringing one or more of these seminars to your agency or community, write me about your interest by clicking [here](#) . Please be sure to include some information about yourself and your organization.

CONTACT US

Call: 519-451-7603 - or - Email: joy@cunnart.com

Visit: www.cunnart.com

CANCELLATION POLICY

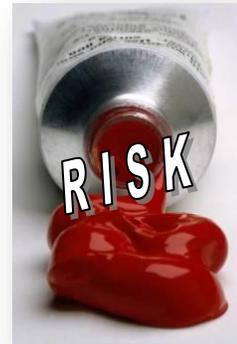
If a client cancels at least ten business days before the event a 20% administration fee applies, up to a maximum of \$200., plus out-of-pocket expenses. No cancellation fee will apply when clients re-schedule the seminar on an available date within six months of the cancellation date. Cancellations less than ten business days before the event, or where no replacement date is booked, require a 50% administration fee, up to a maximum of \$500., plus out-of-pocket expenses.

CHOOSE YOUR TOPIC

CULTURAL PROPERTY RISKS

Cultural property is a valuable community asset and includes paintings, sculpture, murals, musical and historical written documents. This session is designed to boost your ability to recognize and tackle the risks threatening cultural property. The ultimate goal is to ensure that daily operations achieve the organization's objective while incorporating cost-effective protection measures for the participant's cultural property. Topics include:

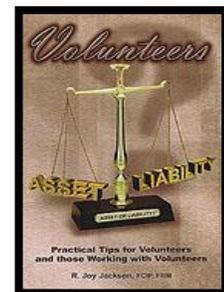
- ✓ Methods for identifying risks to cultural artifacts
- ✓ How to assess the extent and possible cost from risks on artifacts,
- ✓ Explore various methods for prioritizing and tackling risks
- ✓ Determine where insurance fits into the cultural organization's protection spectrum
- ✓ Includes a workshop session to practice what you have learned.



VOLUNTEERS: ASSET AND LIABILITY

Community-based volunteer groups are an essential resource for municipalities. Citizens bring an important perspective, commitment and satisfaction to the work they do to improve liveability and pride in their neighbourhood. Their investments, in time and dollars, are at the heart of an involved, close-knit community. This session will help you recognize the risks of working with volunteer-based organizations to ensure successful project outcomes. Topics include:

- ✓ How to identify appropriate roles for volunteers,
- ✓ Volunteer recruitment and selection,
- ✓ Volunteer rights - and establishing volunteer responsibilities,
- ✓ Working with volunteer-based organizations,
- ✓ Types of screening and the comfort screening provides, and



Why Risk Management? Because *%#* happens!

WORKING WITH TEENAGE VOLUNTEERS

Teenage volunteers are a fantastic resource and a way to develop interest in life-long volunteering. Teenagers know that volunteer work is can be a fun and practical way to build their resume for future education and jobs. Volunteering is also a great way to get more knowledge on fields of interest, meet new people, and give back their community. Their involvement will, over time, lead to a mature volunteer base in your community. Topics include:

- ✓ Volunteer-related risks,
- ✓ How to identify suitable roles for teen volunteers,
- ✓ What makes teens tick - recruitment and selection,
- ✓ Screening teen volunteers,
- ✓ Training and supervision tactics,
- ✓ Evaluating and recognizing teens, and
- ✓ How to minimize risks.



LONG-TERM CARE VOLUNTEER RISKS

Whether you are an experienced volunteer coordinator or new to the work you will discover methods to improve volunteer-related risks. This session will help volunteer coordinators in long-term care facilities do two things: 1) better understand risk issues related to volunteer management, and 2) develop practical, easy to use approaches to selecting, managing and retaining their volunteers. Topics include:

- ✓ Developing new positions - evaluating existing positions,
- ✓ How to choose appropriate roles for volunteers,
- ✓ How to recruit and select volunteers.
- ✓ Identify necessary orientation and training actions,
- ✓ Supervision and Appraisals, volunteer recruitment and selection, and
- ✓ Volunteer rights and establishing responsibilities.

MANAGING FACILITY-BASED EMERGENCIES

The **most common mistake** in disaster planning is **not having a plan**. Anything can happen - from demonstrations, a fire, escape of hazardous materials or a weather emergency. Regardless of size of your venues, you need to be prepared. Hear how you can deal with safety and security issues affecting your operations. You will learn how to define and prioritize different types of emergencies and develop appropriate effective strategies plus ways to minimize financial losses caused by unplanned events. [Topics include:](#)

A-Z

- ✓ Your rights and obligations under the legislation
- ✓ Pre-planning initiatives, such as
 - Disaster preparedness,
 - Hazardous materials situations, bomb threats, organized protests,
 - Emergency evacuations, including temporary housing,
 - Communications systems,
 - Dealing with the human element in safety and security, and
 - Distinguish the different types of rental payment options

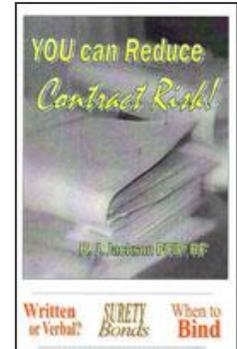
MUNICIPAL RISK MANAGEMENT – FROM ASPHALT TO ZOOS

“Risk management” means different things to different people. This seminar will help bring clarity to basic principles of the niche management specialty called risk management. Develop a clear understanding of how risk management principles can solve common problems facing your programs. This half-day seminar introduces the basics of risk management and quickly moves into ideas you can use on return to your workplace.

- ✓ How basic risk management tools can improve stakeholder satisfaction,
- ✓ How to conduct risk surveys of activities and assign priorities to identified risks; this helps to optimize use of scarce resources to their best advantage,
- ✓ How to recognize warning signs and methods you can use to prioritize threats to utilize scarce resources appropriately,
- ✓ Why demonstrating and documenting due diligence are key defense strategies,
- ✓ How risk management assessments can mitigate reputational risk, and
- ✓ Why insurance is just one tool in the risk manager’s tool box.

SMART CONTRACTING

The underlying goal of risk management is to ensure that operations and targeted projects successfully achieve their desired outcomes. This session is designed for municipal buyers' whose work requires acquisition and oversight of contracted goods and services that need an in-depth perspective of the legal and risk management aspects of contract management. Understanding the risks inherent in contracting will help you avoid the headaches that can easily exceed accompany contracts. Whether you are an experienced manager or new to purchasing, this session provides understandable explanations of contract management tips and techniques.

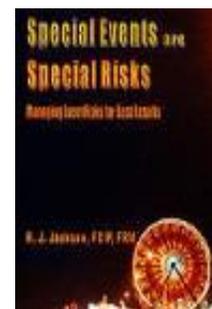


- ✓ Why municipalities use different types of contracts
- ✓ The “whens” and “whys” of negotiation
- ✓ Establishing and understanding your authority to bind the corporation
- ✓ How to transfer the cost of risk via the contract
- ✓ How to use the supplier’s insurance to cover costly risks, and
- ✓ Why certificates of insurance are collected and how to use them.

SPECIAL EVENTS ARE *SPECIAL RISKS*

Whether the event is a music festival, fall fair or protest, you will gain ideas and insights to help you assess whether or not the event is a risk. Discover which seemingly innocent activities may present significant risk. Learn how to identify well-run events and avoid those whose risk management plans and procedures are poorly developed. You will learn those practices and procedures to look for to assess if the event will run safely and successfully. Topics include:

- ✓ Event planning – the difference between a good risk and a great risk
- ✓ How to use contracts in minimizing special event risk
- ✓ Insight into identifying and assessing special event risks
- ✓ Additional Insureds’ – Why, and how much?
- ✓ Security and Alcohol Liability risks, and
- ✓ Typical types of insurance required.



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MANAGING TRANSPORTATION AND PUBLIC WORKS RISKS

This session delivers effective, yet cost-efficient practices to protect the corporation and its employees' against the risks of delivering mandated road maintenance services. Learn how to use risk management tools to treat common problems of street and road maintenance. The seminar begins by introducing the basics of risk management then quickly moves into ideas you can use when you return to the workplace. Implementing risk management tools brings advantages such as:

- ✓ How to recognize warning signs and identifying methods to prioritize threats,
- ✓ How to assess activities then assign priorities to optimize use of scarce resources,
- ✓ How to mitigate reputational risk,
- ✓ Developing due diligence practices to use as legal defense strategies, and
- ✓ Why insurance is just one tool in the risk manager's tool box.

ENTERPRISE RISK MANAGEMENT

All operations have inherent risk - the change of failure that prevents it from achieving its strategic goals. This course will teach you how to develop an integrated risk management framework to identify key areas for improvement through the concepts of root cause analysis and procedure/project management. Course topics include:

- ✓ Overview of Enterprise Risk Management (ERM),
- ✓ Advantages and Disadvantages of ERM,
- ✓ Common challenges in developing an ERM,
- ✓ Identifying risks and hazards,
- ✓ How to minimize risk (Avoidance, Reduction, Transfer, Acceptance),
- ✓ Reporting Risk – when, and to whom?
- ✓ Assessing risk – frequency and severity,
- ✓ Selecting risk treatments, and
- ✓ Creating an ERM organizational culture.



STRATEGIC RISK MANAGEMENT DECISION-MAKING

Risk management is about making informed decisions about threats and opportunities. Learn how to use risk management tools to cultivate thoughtful decision-making processes. Risk management techniques require practitioners' to develop skills useful in diagnosing situations, choosing an appropriate approach, and assess the outcome achieved. Participants will leave better prepared to clarify the problem to be solved, explore possible choices, calculate the potential impact and commit to "the best" decision based on the data available. Topics include:

- ✓ Essentials of risk management
- ✓ Identifying risk in all parts of the organization
- ✓ Assessing and quantifying risk potential
- ✓ Communicating risk issues,
- ✓ Forecasting results of potential risk treatments,
- ✓ Choosing and implementing "the best" risk treatment method, and
- ✓ Monitoring the result for opportunities for improvement.

On practical learning ...

"An unfortunate number of people graduate from high school or college with a lot of knowledge and no practical ability. I'm a firm believer that practical learning (i.e. the ability to do something) is just as important as academic learning (i.e. knowledge about something)."

Jamie: April 15, 2009 in *Basics of Self Education*