

Training Descriptions



CONFLICT RESOLUTION

- **MANAGING CONFLICT 1.5 HOURS**

Organizational conflicts are normal, natural, and sometimes necessary for growth and development. In this training we will discuss the myths and truths of conflict, the greatest mistakes people make, and factors involved in conflict. Participants will learn how to manage conflict, develop communications skills, and resolve conflicts.

- **DEFUSING ANGER IN THE WORKPLACE 1.5 HOURS**

All employers have the right and responsibility to establish and maintain a well-disciplined workplace that is free from harassment, intimidation, bullying, and violence. This training addresses sources of anger including: customers, co-workers, or supervisors. The primary goals of this training are to both understand and control one's own anger, as well as how to effectively deal with expressed anger in others.

LEADERSHIP & GOVERNANCE

- **ADDRESSING PERSONNEL CHALLENGES THROUGH EFFECTIVE LEADERSHIP 1.5 HOURS**

This training covers how effective supervisors increase productivity and minimize personnel problems. Participants gain practical knowledge that they can use the next day at work based on First Break All the Rules (Buckingham and Coffman) and Crucial Conversations and Crucial Confrontations (Patterson, Grenny, McMillan and Switzer).

- **PUBLIC OFFICIALS LIABILITY ROLES & RESPONSIBILITIES 1.5 HOURS**

This training is tailored to elected officials, administrators and supervisors. Attendees are offered a detailed understanding of the role each individual plays in the composition of a well-managed organization. The presentation covers: public duty, negligence, liability pitfalls, litigation traps, punitive damage exposures, and many other relevant topics geared to protect and enhance the position of a public official.

ORGANIZATIONAL CULTURE

- **TRUE COLORS® COMMUNICATING WITH PEOPLE WHO THINK DIFFERENTLY PART 1 2.5 HOURS**

Meaningful personal interaction between staff is essential to an enjoyable and productive workplace. In this training, a certified True Colors presenter will translate complicated personality theory into practical application. Participants will assess themselves and learn essential tools to bridge the gaps in communication, trust, and respect with other personalities.

- **TRUE COLORS® COMMUNICATING WITH PEOPLE WHO THINK DIFFERENTLY PART 2 MINIMUM 1.5 HOURS**

After providing a refresher of the basic awareness seminar, the presenter will apply personality characteristic theory to intrapersonal communication, motivation, time management, dealing with stress, and handling change. This seminar is designed to be customized to the organization's needs. Other areas of focus can be added.

Administered By:

- **ENHANCING WORKPLACE CLIMATE 1.5 HOURS**

Dissatisfaction with workplace culture is one of the foremost reasons employees leave their jobs. This training explores a culture's impact on liability and the role of leadership in fostering a healthy workplace. Both leaders and employees can benefit from this training to learn the essential building blocks of enhancing their workplace climate.

- **RECOGNIZING & REPORTING CHILD ABUSE 1.5 HOURS**

Anyone who works with children has a solemn duty to protect them. This training discusses the recognition of child abuse and sexual misconduct, both from sources outside the organization as well as the misconduct of employees and volunteers. The material will help clarify when reporting is required, what to report, and the consequences of failing to report. Strategies to enforce healthy and consistent boundaries between adults and children will also be discussed in this training.

USE OF FORCE

- **LAW ENFORCEMENT TRAINING SIMULATOR (LETS)**

This virtual reality simulator provides law enforcement and security personnel with challenging and realistic training in use-of-force scenarios. This training can give your law enforcement and security personnel a distinct advantage, both in the performance of their duties, and in the ability to protect themselves and others in use-of-force confrontations. For more information, please refer to our LETS flyer, [available on the website](#).

- **TASER TRAINING 5-8 HOURS**

This training can certify your law enforcement or security officer to carry and utilize Taser X26, X26P, or the X2 Conducted Electrical Weapon systems (CEW). Our team can also assist with your Use-of-Force policy to include the Taser CEW.

VEHICLE CONTROL

- **DRIVER TRAINING SIMULATOR (DTS) TWO TRAINEES PER HOUR**

Offered exclusively to programs administered by Clear Risk Solutions, the Driver Training Simulator is a three-channel plasma screen driving environment. Drivers can practice recognizing and responding to hazardous driving situations, environmental factors, and collision-avoidance. This training reinforces positive decision-making in a realistic, but risk-free way. For more information, please refer to our DTS flyer, [available on the website](#).

- **DEFENSIVE DRIVING 2 HOURS**

Avoiding common mistakes while operating a vehicle can save lives and reduce claims. This course is offered at your location for anyone in your organization that operates a vehicle, covers the basics of defensive driving and analyzes common mistakes that lead to accidents. The class is intended for general audiences, but can be tailored to address specific areas of concern.

- **DRIVING SKILLS CONE COURSE MINIMUM 2 HOURS**

The cone course provides hands-on driver training designed to give your employees in-car driving practice with their work vehicles. All exercises are slow speed and designed to increase your employees' confidence. The training is highly adaptable to your organization's needs, and can also be combined with our defensive driving presentation. Please note, a minimum area of 220 feet by 50 feet is required for setting up the course.

- **COLLISION RESPONSE 2 HOURS**

Auto collisions are among the most frequently made claims. In this training, participants will learn what constitutes a collision and why it is essential to thoroughly investigate incidents. Participants will learn: necessary information to gather on scene, how to adequately document incidents with photographs and videos, and who needs to be notified. This training is tailored specifically for those responding to the scene of collisions.

WORKPLACE CONDUCT

- **MAINTAINING PROFESSIONAL BOUNDARIES 1.5 HOURS**

Boundary invasion is any act or omission that violates the professional working relationship. The course emphasizes behaviors that breach or violate professional boundaries: sexual harassment, harassment, intimidation and bullying, discrimination, and workplace relationship to name a few. The primary message of this training is prevention.

- **SEXUAL HARASSMENT IN THE WORKPLACE 1.5 HOURS**

This training offers a detailed overview of what sexual harassment is while also explaining legal definitions, prevention techniques, and how to handle sexual harassment complaints. Participants will learn to identify, take action, and distinguish potential issues before they occur.

- **DOS AND DON'TS OF EMPLOYEE DISCIPLINE 1.5 HOURS**

Supervisors often state that confronting personnel problems is among the most difficult aspects of their job. This training provides specific details to alleviate this apprehension and equip them to confront these challenges. The training outlines clear steps of progressive discipline, job descriptions, evaluations, policies/procedures, contract language, investigations, documentation, employee rights, due process, and just cause.

- **MAINTAINING A PROFESSIONAL WORK ENVIRONMENT 1.5 HOURS**

This training addresses conduct that can create a breach or violation of workplace professionalism. Harassment, bullying, teasing, intimidation, workplace relationships, rumors, confidentiality, silence, violence, and retaliation are examples of such problems. The training will explore effective prevention through constructive and destructive conflict, developing healthy responses during a conflict, and communicating with respect.

- **CONFIDENTIALITY IN THE WORKPLACE 1.5 HOURS**

This training defines confidentiality, covers what information is confidential, and addresses the liability involved in a confidentiality breach. Participants will learn the four-point test to determine confidentiality, become familiar with "incidental disclosures", how to minimize a breaches, and management's role regarding workplace rumors.