

GRAHAM RESEARCH CONSULTANTS

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2019 Class Offerings

The Ten Families of Risk:	One to Three Hours
Seven Rules of Admiral Hyman Rickover:	One to Two Hours
What is "Real" Risk Management?:	One Hour
5 Concurrent Themes for Success:	Two Hours
Why Things Go Right – Why Things Go Wrong:	Two Hours
Organizational Risk Management:	Four Hours
Background Investigations:	Two Hours
Maximizing the Effectiveness of Performance Evaluations:	Two Hours
How to develop an SROVT program for any organization:	Two Hours
Supervision 101 – The basics for the new Supervisor:	Two Hours
The Importance of Discipline:	Two Hours
Civil Liability for Public or Private Safety Organizations:	Two Hours
*Tactical Report Writing for Public Safety Personnel:	Two Hours
*Effective Courtroom Testimony:	Two Hours
*Resume Preparation and Maintenance:	Two Hours
Threshold Incident Tracking – Day One through Trial:	Four Hours

Job Based Harassment – Techniques for Elimination:	Three Hours
Ethical Decision Making:	Two Hours
NPCCR – Non Punitive Close Call Reporting:	Two Hours
Customer Service – Creating some “WOW”:	Two Hours
Occupational Safety – Tips for Success:	Two Hours
*The Top Ten Things that get Cops in Trouble:	One to Two Hours
*The Top Ten Things that get Firefighters in Trouble:	One to Two Hours

* Indicate classes that are applicable only for public safety personnel.

Some of the above menu items overlap with each other, however each can be delivered standing solo. All programs are customized for any single agency, with sufficient time spent in advance to learn organizational issues involved. Programs can be reduced in time to fit into a single training day. A detailed customized set of notes will be provided to the involved agency for duplication prior to the class date.

Please call for more details regarding any of the above programs, or a customized program for your organization.

Overview of classes currently offered by GRC

The Ten Families of Risk

One to Three Hours

Everything we do in life involves a level of risk – and the same is true with what you do professionally. Since we do thousands of different things at work – how can you possibly start to “Recognize” the real risks you face. In this brief (1 to 3 hours depending on other programs selected) program, Gordon puts all of the “risks” you face into ten families. This makes the “Recognition”, “Prioritization” (what is important now) and “Mobilization” (doing something to change outcomes) approach to addressing risks proactively so we can reduce exposure from that given risk. This class can run from one to three hours in length.

Seven Rules of Admiral Hyman Rickover

One to Two Hours

Admiral Hyman Rickover is known as the “Father of the Nuclear Navy.” This portion of the U.S. Navy has a reputation for excellence as well as a phenomenal safety and reliability record. Admiral Rickover developed some “rules for success” in dealing with the risks he faced in

working with “nuclear” power. How do these rules apply to you in your organization? A funny yet information packed program that applies to any risk centric organization. The class can run from one to two hours in length.

What is “Real” Risk Management?

One Hour

The phrase “risk management” gets thrown around quite a bit, but what is “real” risk management? It is more than the “safety” stuff. It is more than the “insurance” stuff. And it is more than the “ergonomics” stuff. Everything you do in your organization involves a level of Risk. In this brief program, Gordon will explain how to “recognize” the real risks you face. And he will give you some thoughts on how to “prioritize” these risks. And finally, he will show you how to “mobilize”(act) to do something about the real risks you face in your organization. This class is one hour in length.

5 Concurrent Themes for Success

Two Hours

Your job is getting more and more complex. In fact, the more complex it gets, the more you need a systematic approach to getting things done right. This block, "The Five Concurrent Themes for Success" is essential for everyone in the workplace, regardless of position, job description or type of organization. In this program, Mr. Graham shows you how the discipline of Risk Management, coupled with an understanding of "systems" and complemented with Customer Service, Accountability and Integrity all can work together to better assure that things get done right. It is chuck full of information and coupled with Gordon's insight and humor is a must see for all of your personnel. This program also makes a dynamic keynote address for any and all conventions and other important gatherings. This class runs two hours.

Why Things Go Right – Why Things Go Wrong

Two Hours

Most of what the good people in your organization do – they are doing right. When things don't go right there is the potential for nasty consequences. In this brief program, Gordon will show you what the potential consequences are – and what are the “causational factors” most often responsible for these consequences. He will then give you some proven strategies and tactics to address these problems – including a full understanding of the “risk/frequency” matrix and where it is essential that you focus your initial and ongoing training efforts. This class runs two hours.

Organizational Risk Management

Four Hours

An organizational risk management look inside any organization to show what can be done today to avoid/minimize incidents from going wrong. It focuses on the 5 Pillars of a successful organization and gives the informed listener ideas that can be initiated in the workplace immediately upon return to improve performance. Included in this class are a series of rules to prevent incidents from going wrong. It runs four hours in length and it is recommended that it be followed by operational risk management classes specific to the involved organization.

Background Investigations

Two Hours

“The best predictor of future behavior is past behavior.” And if you are in the business of “hiring” people – what processes do you have in place to identify the people who have no business in your organization? In this brief program, Gordon will introduce you to the “cutting edge”

theories and practices on how to maximize the effectiveness of your pre- hiring protocols – all with the goal of preventing the wrong people from getting into your organization. This class is two hours in length.

Maximizing the Effectiveness of Performance Evaluations **Two Hours**

An operational risk management approach to this most important document. From analyzing the job description and setting goals to interim feedback and preparation of the document, this two hour block is an excellent wake up call to prevent the common problems caused by not taking the process seriously. Attendees will receive a copy of GRIPE, Graham's Rules for the Improvement of Performance Evaluations. This class is two hours in length.

How to develop an SROVT program for any organization: **Two Hours**

A risk management presentation on how to recognize the high risk, low frequency tasks in any organization and how to train appropriately so that performance during such task is maximized. It is incorporated in both "Why..." classes and the Civil Liability class or it can stand alone where it runs 2 hours in length.

Supervision 101 – The basics for the new Supervisor **Two Hours**

A block of instruction designed for the line level supervisor. Failure to adequately discipline can cause a host of problems, both internal and external. This block identifies the problems with discipline in an organization and why supervisors must work together to have an effective program of discipline. Attendees will receive a copy of GRAED, Graham's Rules for the Application of Effective Discipline. This class is two hours in length.

The Importance of Discipline **Two Hours**

"Rules without enforcement are just nice words." In this brief program, Gordon will address the critical issue of employee discipline – and what it is and what it is not. Failure to discipline in a prompt, fair and consistent manner is a ticket for nothing but future problems and there are many legal and "risk" concerns involved in this process that need to be fully understood. This class runs two hours.

Civil Liability for Public or Private Safety Organizations **Two Hours**

This is a legal/risk management approach to the elimination of civil liability through pre-incident planning and post incident documentation. It also contains a section on recognizing incidents that regularly end up in litigation and what management and supervision needs to do before our lawyers get the case. The attendees will receive a copy of GRECL, Graham's Rules for the Elimination of Civil Liability. It runs two hours in length and can be combined with other classes or standalone.

***Tactical Report Writing for Public Safety Personnel** **Two Hours**

Tactical Report Writing focuses on the common errors and omissions public safety personnel make in incident documentation. These mistakes are not only embarrassing, but also can be very costly in terms of civil liability. The attendee will receive a copy of GRIID, Graham's Rules for the Improvement of Incident Documentation. This class is two hours in length.

***Effective Courtroom Testimony**

Two Hours

A block of instruction designed to give either the veteran or novice additional information on how to improve performance in this critical task. Attendee will receive a copy of GRECT, Graham's Rules for the Enhancement of Courtroom Testimony. It runs two hours in length.

***Resume Preparation and Maintenance:**

Two Hours

A block on the importance of documenting who you are in terms of education, training, experience, readings, writings, prior court qualifications and professional contacts so that you will be able to maintain consistency in trials, maximizing your impact on a jury and prepare for the future. It runs two hours in length.

Threshold Incident Tracking – Day One through Trial

Two Hours

An in depth look at how plaintiff lawyers use the gap between date of an incident and the service of a lawsuit on a public safety agency to hurt them in court. It also shows the role of management, supervision and line personnel in preventing this harm. It runs two hours in length.

Job Based Harassment – Techniques for Elimination

Three Hours

This issue is one of the “hottest topics” in employment law today. In California, AB 1825 mandates regular training for supervisors in this critical area – and the data suggests that this “mandatory training” has impacted claims and complaints. In this program, Gordon provides the history of this issue, and some proven control measures to address this issue in advance so it will not negatively impact your personnel or workplace. This class is three hours in length.

Ethical Decision Making

Two Hours

An overview on the decision making process. Many people have never been taught how to make a decision and what needs to be considered in the decision making process. In this presentation a ten-step process, GRIDM (Graham's Rules for Improving Decision Making), is covered to demonstrate a technique to make better, ethical decisions. This class is two hours in length.

NPCCR – Non Punitive Close Call Reporting

Two Hours

This class explains Mr. Graham's approach to sharing close calls with co-workers prior to someone being seriously hurt. When employees get injured, the incident that caused the injury has most likely occurred before to others, but often no one had reported these close calls previously. It is, therefore, a very popular topic in public safety operations. It runs two hours in length.

Customer Service – Creating some “WOW”

Two Hours

As we enter the 21st century, the public sector is being analyzed like never before. Customer service has always been important, but now the survival of any public sector organization is dependent on the maximization of this concept on each and every contact made. Who, What, Why, When, Where, How and How Often is a symmetric approach to this important topic. Attendees will receive a copy of GRECS, Graham's Rules for Enhancing Customer Service. This class runs two hours in length.

Occupational Safety – Tips for Success

Two Hours

This is a brief program on “safety in the workplace” – and what you can do to reduce employee injuries and deaths. There are reasons why employees occasionally get hurt and there are available control measures to address these concerns in advance. In this program, Mr. Graham will show you the nature and scope of the problem – and more importantly give you some workable control measures to address these potential problems. This class runs two hours in length.

***The Top Ten Things that get Cops in Trouble**

One to Two Hours

The title speaks for itself. This program will identify the top ten things that get your department personnel in trouble. The class can run from one to two hours in length.

***The Top Ten Things that get Firefighters in Trouble**

One to Two Hours

The title speaks for itself. This program will identify the top ten things that get your department personnel in trouble. The class can run from one to two hours in length.

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