

**8 AUGUST 2018
WEDNESDAY AT CASA
MONTEREY MARRIOTT**



CSRMA
RISK MANAGEMENT SEMINAR

TIME	TOPIC
7am-8am	CATERED BREAKFAST
8-950am	<p>NEW Directions in Crisis Management and Managing Media Relations</p> <p>A sequence of sudden, unplanned and unexpected events leading to instability in the organization and major unrest amongst the individuals is called as crisis. Leaders and managers play an extremely important role during crisis. One should lead from the front. Show confidence and steadiness. Take complete charge of the situation. This seminar will discuss those leadership traits for dealing in a stressful situation.</p> <p>A Crisis can be considered "an emotionally charged significant event or radical change", "an unstable or crucial time of affairs in, which a decisive change is impending", "a situation with the distinct possibility of a highly desirable outcome", and "a situation that has reached a critical phase". Leaders must be engaged before, during and after a crisis, Leaders must be familiar with ICS, Crisis leaders must be skilled in communication, clarifying vision and values, and demonstrate caring always—not just during a crisis, Leaders need to take time to hone their skills and reflect on their effectiveness.</p> <p>A successful crisis management and media response plan incorporates organizational programs such as emergency response, event recovery, risk management, communications and business continuity, among others. In addition, crisis management and media response are about developing an organization's capability to react flexibly and thus be able to make the prompt and necessary decisions when a crisis happens.</p> <p>Topics of discussion:</p> <ul style="list-style-type: none"> • Update on notable crisis incidents in California including risk management impacts • Tips for handling media relations in the face of a crisis incident • Getting your department and agency ready before, during and after a crisis • Understand the new media environment • Work with your peers on recent case studies <p style="text-align: right;">-Bob May</p> <p><i>Bob has conducted several regional trainings for CSAC-EIA in Active Shooter, Workplace Violence, Crisis Management and Incident Management. He conducted training on organizational team building and organizational behavior and provided guidance in litigation employment matters including reviewing internal investigation reports. Bob holds a Certificate in Professional in Fraud Identification and Workers' Compensation Claims Administration. He holds a Juris Doctor in law.</i></p>
10-12pm	<p>Failing to Plan is a Plan for Failure</p> <p><i>If not now, then when?</i> Emergency incidents, whether natural, man-made or technological happen without warning and can have devastating impacts to life, injuries, finances and operations.</p> <p>Chief operating officers, engineers, public administrators, and managers responsible for Water and Waste Management need to meet the public health and service delivery levels during all emergencies. If your infrastructure goes down it's not an inconvenience, it's a Public Health Emergency! No excuses.</p> <p>This workshop will aid in your business continuity planning, or to tweak your current plan. Learn how to identify risks, hazards and vulnerabilities that will impact your business operations. Obtain key knowledge on responding to incidents, communicating, and planning your resource needs.</p> <p style="text-align: right;">-David Kondrup</p> <p><i>David Kondrup was a 3 Star Chief with a 1,260-person law enforcement agency serving a suburban community of 1.3 million residents adjacent to New York City where he also served as the Director of Human Resources and as the NIMS and Incident Command Liaison to the County's Office of Emergency Management. He is a twenty-year veteran of the New York City Police Department where he supervised and commanded personnel in a variety of mission critical assignments, and developed and executed technology, continuity and contingency plans.</i></p> <p><i>Board certified in Security Management, CPP (Certified Protection Professional) by ASIS International. Master of</i></p>

	Science Degree from Long Island University, a Bachelor of Science degree from the New York Institute of Technology, and he is a 1981 graduate of the NYPD Police Academy. Kondrup is also certified by DRii to teach Business Continuity Course BCLE1500, certified by DHS to teach NIMS & Incident Command (ICS) courses, and he holds a Senior Professional in Human Resources certification (SPHR) from the Human Resources Certification Institute.
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QUESTIONS? Please Contact David Patzer, CSRMA Risk Control Advisor at dpatzer@dkfsolutions.com or at 707.373.9709

WHEN:	Wednesday, 8/8/18 (registration and catered breakfast begins at 7:00am. Breakfast ends promptly at 8:00am)
WHERE:	Monterey Marriott
COST:	The seminar is free to all CSRMA members. There will be a nominal fee of \$50 for all non-CSRMA members (Exact change or check only, payable to CSRMA either in advance or at the door).

PLEASE NOTE:

It is important we have an accurate headcount prior to the date of the seminar to ensure that lunch is available for those attending the seminar. Please take a moment to pre-register if you plan to attend.

CLICK HERE TO REGISTER: <http://www.riskcontrolonline.com/Main/ViewSeminars.cfm>

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