



North Metro Fire Rescue District

is proud to present

"Risk Management" by Gordon J. Graham, J.D.

Instructor Overview: Internationally acclaimed Gordon Graham, J.D., has dedicated his efforts to provide the highest quality training services available anywhere in the world. "Risk Management" is not just a class he teaches—it has been his way of life for decades. He is committed to public safety, and you can view his efforts at www.firefighterclosecalls.com and www.lexipol.com. A few of Gordon Graham's accolades include the Presidential Award for Excellence presented to him by the IAFC and the California POST Award for Lifetime Achievement in Law Enforcement. In 2015, he received the Lifetime Dedication Award from the International Public Safety Leadership and Ethics Institute.

Course Details

"Why Things Go Right – Why Things Go Wrong" – When things do not go right, there is potential for nasty consequences. Gordon will show you what 'causational factors' most often are responsible for these consequences, and he'll give you proven strategies to address these problems. This includes a full overview of the 'risk/frequency' matrix and determining where it is essential to focus ongoing training efforts.

"Supervision 101 – The Basics for the New Supervisor" – Designed for the line level supervisor, this course identifies 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 Graham's Rules for the Application of Effective Discipline.

"Customer Service – Creating some WOW" – Customer service has always been important, but now the survival of any public sector organization is dependent on maximizing customer service with every contact. Who, What, Why, When, Where, How and How Often is a symmetric approach to this important topic. Attendees will receive a copy of Graham's Rules for Enhancing Customer Service.

"The Top 10 Things That Get Firefighters in Trouble" – The title speaks for itself. This program will identify the top 10 things that get your department personnel in trouble.

When: Thursday, September 12, 2019, from 0800-1700
Cost: \$75.00 per student – includes snacks and beverages
Location: 1006 Weld County Road 11 – Building C, Northglenn
To Register: www.nmfr.org/graham



*If you prefer to pay via check, please contact Debbie VanWanselee to register. You can reach Debbie with questions about the class or registration at 303-252-3502 or dvanwanseele@nmfr.org.

For additional information, please see Gordon Graham's website at gordongraham.com/about.