

WRMCG



WILDERNESS RISK MANAGEMENT CONFERENCE

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Training Your Staff to Be Risk Managers

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Goals:

- You leave this workshop with a written staff training plan, in three parts: formal training; risk management framework; and system-based evaluation.
- You leave with one new idea for training staff.

Concepts:

- Simplicity allows for an exploration of depth and subtlety.
- Risk management is in every part of your operations: it is not a box on your training checklist.
- Your staff are your most direct risk managers and your greatest resource.

Formal Staff Training

- What is everything that you currently cover in your formal staff training?

Formal Staff Training

- What are the two things that you want your staff to remember from their staff training?

Formal Staff Training

- Area-specific objective hazard management.
- Communication training.
- Judgment and decision-making training.
- Evacuation procedures/protocols.
- Organizational mission and values.
- Culture of staying calm, prepared and focused throughout the job.

Formal Staff Training: How

- Scenarios/case studies.
- Experts.
- Presentations BY field staff.
- Pertinence with program specifics.
- Have fun!
- Creative role modeling.

Risk Management Framework

- Write down 3 objective hazards in your program that could cause a fatality or disabling injury.
- List one way that you can make a clear institutional distinction between the hazards listed above and hazards that do not have as severe a consequence.

System-Based Evaluation

- Put your initials on every continuum before discussing.
- Then discuss continuums found in handout. What can you do to improve your standing on these continuums?

System-based Evaluation

- Regular debriefs.
- Effective and positive supervision.
- Incident/near-miss collection and analysis.
- Program-specific preparation.
- Coaching and mentorship.
- A culture of staying calm, prepared and focused in all situations.
- A culture of open reporting and learning from mistakes.

Scenario discussion

At the end of your summer season, you learn from an assistant instructor that in June he and his lead instructor took a group of 16-year olds cliff-jumping during a backpacking trip. They were 10 miles from the nearest roadhead; they were jumping off a 17-foot cliff band into a mountain lake. They decided to stop when a participant banged his ankle on an underwater boulder while jumping. After talking it through they initially decided not to tell anyone because they were nervous they would be reprimanded. They are all still present at your facility and the assistant would like to talk about it further. Think of three demonstrable things each person can do to prevent this from re-occurring, (the administrator, lead instructor and asst. instructor)

Review:

- Keep staff training simple to allow for application and subtlety.
- Make every training topic count.
- Give your staff a framework from which to prioritize risk management.
- Create a system-based evaluation process.
- Create a culture of staying calm, prepared and focused.

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Action Plan

- Please take 5 minutes to outline three measurable staff training steps that you plan to implement in the next 6-12 months.

Thank you...

...for developing the future of outdoor education!

WRMIG



OUTWARD
BOUND



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- Identify where your organization falls in each of the following continuums:
- Continuum 1
- I think I know what my staff do in the field
- I think the staff make decisions that admin never hears about.
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- Continuum 2
- I think that in the field, my staff act in full accordance with organizational expectations.
- I think that my staff do not always act according to organizational expectations.

- Continuum 3
- As an administrator I can give you data that explains what risks our program encounters regularly and how we manage them.
- I'm not sure what incidents occurred last summer, other than the "big one".
-
- Continuum 4
- My staff have training that prepares them for their specific program.
- Most staff go straight from a generic training to a program that has specific needs unaddressed in their pre-season training.
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- Continuum 5
- In the field, my staff remain calm, prepared and focused so that they are able to make good decisions.
- My staff are overwhelmed in the field with all the things that they have to remember and manage, and they make decisions in a state of chaos.