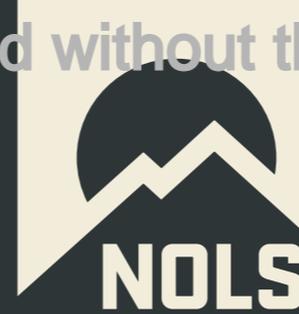


Training your Staff to be Risk Managers

WRMC 2019

Liz Tuohy, education director



Goals



You leave this workshop with:

1. A written draft for a prioritized training plan.
2. Confidence that you can meaningfully influence your staff.
3. One new idea for training staff.





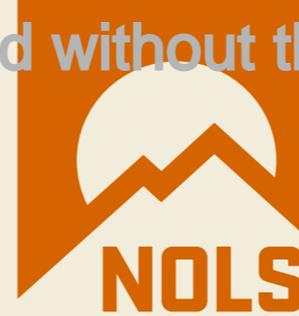
Concepts



Exercise

What do you want your staff to remember from their staff training?





Formal Staff Training:

What do you want them to remember?

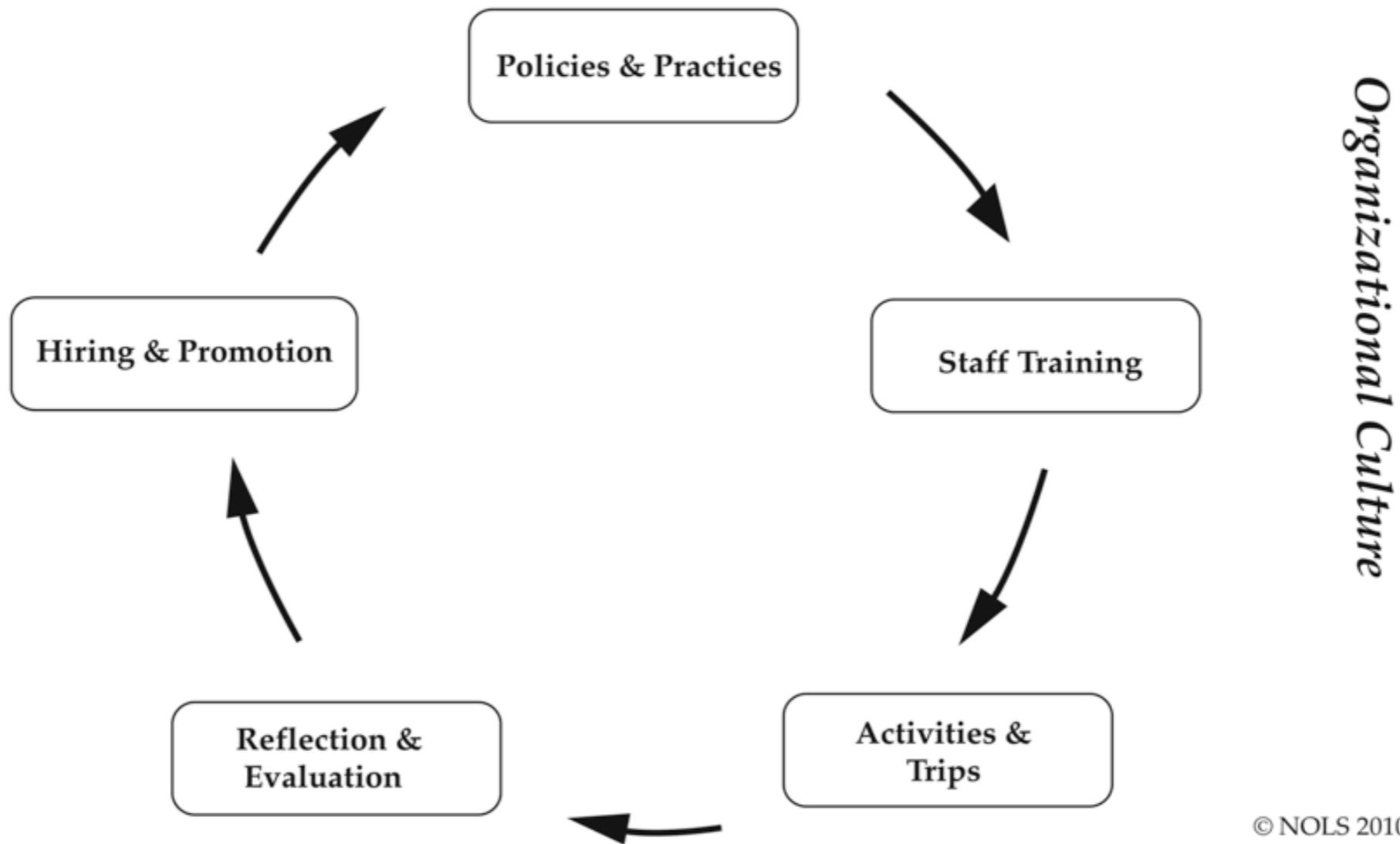
- Area-specific hazard management
- Communication training
- Judgment and decision-making training
- Evacuation procedures/protocols
- Position responsibilities
- Organizational mission and values
- Culture of staying calm, prepared and focused throughout the job

Exercise:

1. identify high consequence hazards in your program
2. what most distracts your staff from these priorities?
3. how can you distinguish these from other things that your staff also need to know?



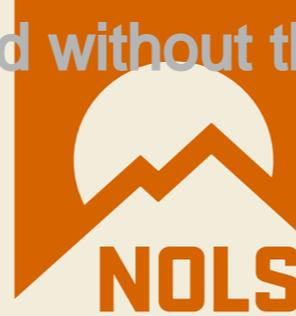
The Program Management Cycle



Exercise:

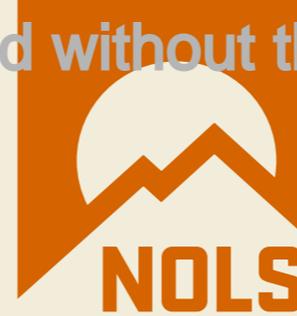
1. Identify one way you can make an organizational distinction for severe consequence hazards
2. this could be a systems change or a training technique.





Training ideas

- Scenarios/Case studies
- Bringing in experts
- Presentations or videos BY field staff
- Ask people hard questions in which they have to make decisions
- Have fun!
- Role model, role model, role model
- Know the specific of your routes and programs



Culture of Learning

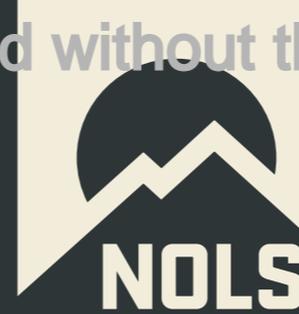
- Regular debriefs
- Effective and positive supervision
- Incident/near-miss collection and analysis
- Mitigate impact of social and positional power dynamics on team decision making
- Culture of staying calm, prepared and focused throughout the job

Scenario



Scenario

1. At the end of your summer season, you learn from an assistant instructor that in June she and her 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 grazed 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.
 - o Your goal is to derive learning and then fuel this back into the organization. With a partner, for 5 minutes, think of 3 training or system ideas that could prevent this from happening again. 1. What can the administrator do, 2. What can the co-instructor do, and 3. What can the lead instructor do?



**thank you for
training our staff!**



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