

Education is the mission of the De La Salle Christian Brothers. Combining this ministry with risk management to protect the ministries of other Orders can be very challenging. Christian Brothers Risk Management Services has been providing this type of assistance to Religious Orders for over 30 years. This article highlights some of the challenges and solutions in providing employees with risk management training. It also discusses training as it relates to the human element of protective barriers utilized within an organization's risk management program.

Training the Human Element on Risk Management Practices

Constructing barriers to protect your organization from a potential loss, such as a fire or a sexual harassment lawsuit, is critical in protecting and maintaining the longevity of your ministries. Having the right insurance coverage in place is also very important to help rebuild after a fire, or to cover legal fees and costs associated with a lawsuit. However, insurance does not prevent the loss from occurring.

The key to preventing a loss is to erect as many risk management barriers between a potential loss and each of your ministries. When a loss occurs, it can be very stressful and devastating to everyone involved.

How often are your employees trained to identify potential risk?

Are your new employees provided with risk management training during the first few days on the job?

Have your managers been trained to utilize or develop risk management barriers to prevent an employee from being injured or to prevent a sexual harassment lawsuit?

Risk management barriers can take many forms. An example of a temporary barrier is applying salt on an icy parking lot to prevent a slip-type accident, or wearing eye protection when cutting down a tree to prevent an eye injury. There are also procedural barriers to prevent losses, such as requiring an employee to follow a procedure to turn off a circuit's power and lock out a breaker in the electrical box before performing maintenance on an inoperable light fixture. This procedure can help prevent an electrical shock-type injury. There is also the use of fixed barriers, which is the installation of permanent wiring to heat water lines near an outside wall to prevent pipes from freezing in the wintertime.



Temporary barriers help to prevent accidents.

Christian Brothers Risk Management Services can provide you with a variety of risk management training options.

An even better system is the combination of multiple barriers to prevent a loss. For example, the use of procedures, monitoring software, employee training, and staff monitoring to help prevent an employee from being sexually harassed. There are an infinite amount of hazards, and there are an infinite amount of barriers; however, there is one element that is a part of each and every barrier – the human element. Without the human element, there will be holes within your risk management program that could lead to a serious loss. To cultivate this human element, staff, supervisors, managers, directors, administrators, and even company presidents need to be trained on what to do and what not to do.

Today, organizations are struggling to provide risk management training to all levels of their organization. Many organizations have downsized, some more than a few times, and employees are being asked to wear multiple hats with little time left for training. In addition, funding for training might not be available, and it may be hard to find reasonably priced resources to develop training programs, or companies to provide the training.

The easiest way to determine what type of training your organization needs is to obtain a loss history from your insurance company to see where your actual losses are occurring. This will tell you where your initial training should focus and who should be trained. After identifying where past losses have occurred, and where future losses are most likely to occur, a training program can be developed and scheduled. We recommend risk management training take place during the first week of employment, following an accident or loss, when policy/procedure changes occur, when an employee is promoted to a supervisory position, as well as ongoing at regular intervals, especially for employees with supervisory responsibility. It is amazing to still hear and read about harassment and discrimination lawsuits where managers and supervisors were NEVER trained on how to recognize, prevent, and report these types of allegations. Your insurance company should

be able to provide you with a variety of risk management training options. The cost of options can range from free to fee and usually depend on whether you need only training materials/resources, or a risk management consultant to assist in developing customized training programs.

Another option is the Internet. Using search engines like Google or Bing will allow you to find resources immediately. A single Internet search may turn up 12 million sites to check out, so try and be as specific as possible when typing in the topic or search parameters. For employee safety, try visiting osha.gov, there are a lot of free resources, sample policies, and even training material you can download. Remember, you don't have to reinvent the wheel – the training or resources you need may have already been developed, you'll just need to fine tune the material or the training program you are going to present. This fine tuning will help employees better understand the information presented and how it relates to your specific organization.

Christian Brothers Risk Management Services is encouraging organizations to use web-based risk management training as a method to meet their training needs.

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Training the Human Element on Risk Management Practices *continued*

With web-based training, employees can be trained anytime of the day and anywhere in the world as long as they have access to a computer with Internet service. This is extremely useful for organizations that have ministries spread across the country, with 24/7 operations, or have concerns about consistency in their training. Web-based training can also help organizations that have a high turnover rate and need to continually address the need for new employee training.

Web-based training allows employees to be trained at a time that is convenient for them. It also provides a solution to training employees who may miss a training session due to vacation, sick time, or who can't be pulled away from an important project.

The key to web-based training is to find a training platform that has numerous topics from which to choose. We recommend the platform provide training in the following areas of risk management, for both managerial and non-managerial staff:

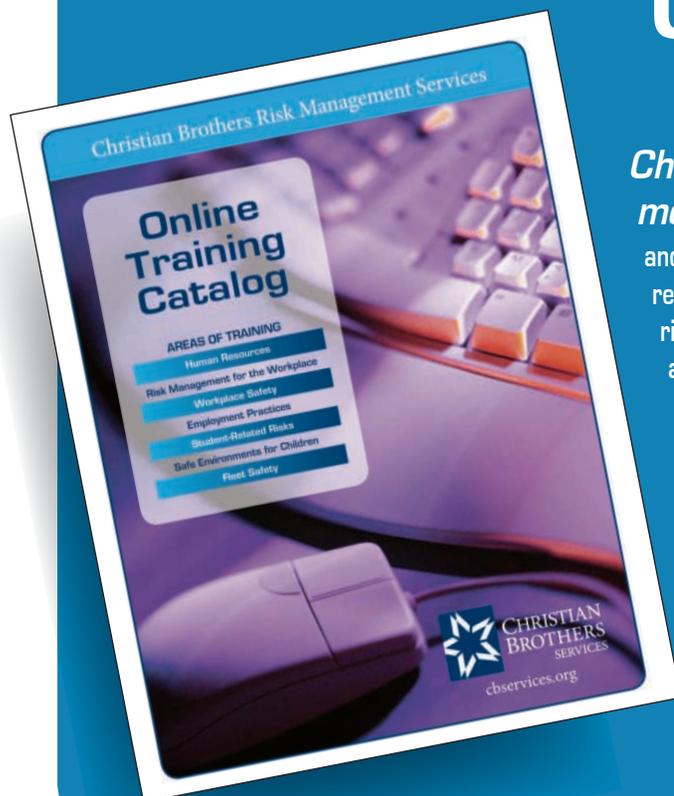
- Human Resources (such as hiring, firing, ADA, FMLA, interviewing, etc.)
- Workplace Safety (such as back safety, ergonomics, office safety, accident investigation, etc.)

- Employment Practices (such as discrimination, diversity, sensitivity, sexual harassment, etc.)
- Student-Related Risks (for educational facilities)
- Child Abuse Prevention
- Fleet Safety
- Other Risk Management Topics (such as theft, violence, management principles, etc.)

Educating the human element on risk management practices will help reduce the risk to an organization and its ministries. Whether you provide this training in-house or through a web-based training platform, your staff will be better prepared to prevent a devastating claim that could jeopardize the continuance of your ministry. ☀

For more information on risk management training or web-based training, please contact Jeff Harrison at 800.807.0300 x2543.

Jeff Harrison is the Risk Control Coordinator for Risk Management Services at Christian Brother Services.



Online Training

Risk Management Services

Christian Brothers Services online training modules are FREE to Risk Pooling Trust members

and are an efficient way to convey critical information to employees to help reduce accidents and loss. A number of online training modules addressing risk management, safety, abuse prevention and human resource issues are available from Christian Brothers Risk Management Services. Each module includes relevant training content on a variety of topics, presented in a concise, easy-to-follow format. A short quiz accompanies each module, designed to reinforce the important points presented in the modules. In addition, through the web platform, managers and supervisors can monitor participant progress on each module along with quiz results. Upon successful completion of each module, participants receive a certificate of achievement. There are currently more than 90 modules to choose from.