

2019 PARKS & RECREATION Leadership in Risk Management Forum

All sessions are 8:30 am – 4:00 pm at Primex³ in Concord unless otherwise noted. A light breakfast and lunch will be provided each day. This program is offered to members in the Property & Liability coverage program. Cost for the program: \$199

Day 1: February 5 *Personal and Professional Awareness*

Morning Session – Everest Case Study

- Situational Awareness
- Goals and Organizational Alignment

Instructors: Rick Alpers and Nicole Armaganian, Primex³

Afternoon Session – DISC/EQ

- Behaviors, Driving Forces and Emotional Intelligence

Instructor: Carl Weber, Primex³



Day 2: March 5 *Legal and Ethical Issues*

Morning Session: Legal & Ethical Issues

- Legal Overview
- Protected Classes
- Youth Labor Laws
- Ethics

Instructors: Mike Ricker, Esq., Primex³

Elizabeth Bailey, Esq., Sheehan Phinney; and David Bullock, Primex³

Afternoon Session: Effective Performance Documentation

- Performance Evaluations
- Documentation
- Discipline and Termination

Instructor: Bob Barry, Primex³

Who Should Attend:

This program is open to Park and Recreation Directors in the Primex³ Property & Liability coverage program.

Day 3: March 26 *Human Relations*

Morning Session: Conflict Resolution through Effective Communication

- Dynamics of conflict and miscommunication
- Creative Resolutions to Emotional and Power Issues
- Cooperative Solutions

Instructor: Gerri King

Afternoon Session: Managing Community Influencers: An Interactive Training Lab

- Engage in dialogues promoting best practices of meeting facilitation
- Increase abilities to critically examine interpersonal reactions within meetings and crucial conversations
- Reflect on own decision making when leading large and small meetings
- Apply a simple framework for turning discord into joint problem solving

Instructors: UNH PowerPlay Interactive Development

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(continued)

Day 4: April 30 *Operational Management*

Morning Session: Coaching for Performance

- Purpose of Coaching
- Skills for effective coaching
- Redirecting and Reinforcing Feedback

Instructors: Jennifer Brennan and Carl Weber, Primex³

Afternoon Session: Media Relations - Building relationships with media, strategies, and interviews

- Media Relations and Strategies

Instructor: Matt Ellis, Matt Ellis Strategies

Day 5: May 14 *Building an Indisputable Leadership Brand*

Location: Mount Washington Resort, Bretton Woods, NH • 12:00 pm – 4:00 pm

This session takes place in conjunction with the Primex³ Risk Management Summit May 15-16

As leaders, you want to extend your organization's brand and your own brand, so others know your value and invite you to engage in the most powerful way. In other words, you want and need a seat at the table with others so that they embrace your success in a truly understandable way. That involvement is the path to real organizational success and transformational leadership. In this session, you will create a framework for advancing your value and relationship with partners, so they understand and embrace your brand as one of confidence, vision and leadership.

You will learn how to:

- Create a sense of value for your mastery and leadership to others
- Understand, prepare and manage the rational and natural dynamics of others
- Feel confidence and know your value to the cause, and be able to communicate that
- Design with other leaders a productive relationship that is co-active

Instructor: Russ Ouellette, Sojourn Partners



3.3 CEUs or 33 Contact Hours will be awarded upon successful completion of all sessions and assignments.

For more information about this program, please contact Elaine St. Jean at estjean@nhprimex.org or Rick Alpers at ralpers@nhprimex.org or either can be reached at 800-698-2364.

