



MAINE MUNICIPAL ASSOCIATION RISK MANAGEMENT SERVICES

12 Essential Leadership Skills	Asher Model: Making It OK to Not Be OK	Bullying Prevention at Camp
2021 Kevin Mitnick Security Awareness Training	Asher Model: Partner with the Family	C.A.R.E. About Implicit Bias
5 Clear Signs It's Time for You to Fire a Toxic Employee	Asher Model: Provide Peer Support	Camp Aquatics Safety
6 Big Roles Every Great Leader Takes On at the Office	Asthma Awareness for K-12	Chainsaw Safety
	Avoiding Animal Bites	Challenge Organizational Bias
6 Tips for Parents Working From Home	Avoiding Collisions While Backing & Parking	Change Management
8 Tips for Working From Home	Avoiding the Crush Zone	Child Sexual Abuse Prevention at Camp
A COVID-19 Response: Returning to Work	Back Safety	Coaching Crash Course
A Guide for Healthy Communications	Backhoe Safety with Trackhoe Supplement	Coaching to Build Skills
Accident Incident Investigation	Basic Construction Safety	Coaching to Develop Motivation
Accommodating K-12 Students with Disabilities	Basic Industrial Safety	Common Mistakes of Managers
Accountability for Supervisors	Be Assertive, Not Aggressive	Common Sense and Mental Health
Active Shooter and Workplace Violence Response (Workplace)	Become A Disability A.L.L.Y. In Your Workplace	Community Policing, Part I
Addressing Workplace Dysfunctions	Before and After School Program	Community Policing, Part II
	Behavior-Based Safety for Supervisors	Complex Problem Solving
Aggressive Driving and Road Rage	Below 100	Compressed Gas Safety
Allergy Awareness for K-12	Below 100 Tenets: Remember, Complacency Kills!	Conducting Exceptional Interviews
Analyzing the Incident	Below 100 Tenets: Watch Your Speed	Confined Space Entry
Analyzing Work Processes	Below 100 Tenets: Wear Your Belt	Consequences of Bias
Anti-Bias Policing: Part 1	Below 100 Tenets: Wear Your Vest	Contact Tracing in Your Community
Anti-Bias Policing: Part 2	Below 100 Tenets: What's Important Now?	Controlling Leadership Versus Servant Leadership
Anti-Bullying Supervisor Training	Bias in Interviewing	Conveying Information
Antiracism: Challenging Inequity	Bloodborne Pathogens	Coronavirus & Safety: What Every Cop Needs to Know
Appropriate Touch	Bloodborne Pathogens Condensed	Corrective Action Series: Bullying Coworkers
Aquatic Safety	Bloodborne Pathogens for Campus Law Enforcement	Corrective Action Series: Employee Burnout
Arc Flash Safety	Bloodborne Pathogens for Healthcare Professionals	Corrective Action Series: Errors in Work
Asbestos Awareness	Bloodborne Pathogens for Law Enforcement Officers	County Government Basics for Newly Elected Officials
Asher Model: Creating a Culture of Wellness	Brainstorming and Solving	Courageous Conversations
Asher Model: Educate Your Staff on Resilience	Bucket Safety	COVID-19: A Pandemic Response
Asher Model: Encourage Healthy Habits	Budgeting for Elected Officials	Creating a Total Service Experience
Asher Model: Encourage Spirituality	Building a Gender Inclusive Workplace	Creating ADA Compliant Documents
Asher Model: Focus on the Solutions	Building a Kind and Connected Workplace	Crisis Communication
	Bulldozer Safety	Critical Incident Stress Debriefing

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Critical Thinking 101	Defensive Driving	EEO Laws for K-12: Age Discrimination in Employment Act
Crossing Guard Safety	Defensive Driving for Vanpool Drivers	
Cultural Competence	Defining a Problem	EEO Laws for K-12: An Introduction
Cutting Edge Communication: Accepting Change	Defining Coaching	EEO Laws for K-12: Equal Pay Act of 1963
Cutting Edge Communication: Handling Anyone Difficult	Defining Useful Workplace Feedback	EEO Laws for K-12: Pregnancy Discrimination Act
	Determining Your Problem-Solving Style	EEO Laws for K-12: Supervisor Responsibilities
Cutting Edge Communication: Responding Thoughtfully	Developing a Diversity and Inclusion Program	EEO Laws for K-12: Title I of the ADA
	Difficult Conversations: Communicating a Low Performance Review	EEO Laws for K-12: Title VII of the Civil Rights Act
Cutting Edge Communication: Surviving Team Conflicts	Difficult Conversations: Dealing With Personality Issues	EEO Laws: Age Discrimination in Employment Act
Cutting Edge Communication: Using Goals to GROW		EEO Laws: An Introduction
	Difficult Conversations: Letting Someone Go	EEO Laws: Equal Pay Act of 1963
Cutting Edge Success at Work: Be Confident and Assertive	Difficult Conversations: Odor Issues	EEO Laws: Genetic Information Nondiscrimination Act
		EEO Laws: Pregnancy Discrimination Act of 1978
Cutting Edge Success at Work: Contribute to the Team	Digital Literacy Basic Technical Fluency for Employees	EEO Laws: Supervisor Responsibilities
		EEO Laws: Title I of the ADA
Cutting Edge Success at Work: Prioritize and Organize	Discipline and Termination: Discussing Discipline	EEO Laws: Title VII of the Civil Rights Act
	Discipline and Termination: Documenting Discipline	Effective Writing for Business
Cutting Edge Success at Work: Set and Achieve Goals	Discipline and Termination: Progressive Discipline	Electrical Safety
Cyber Security: Best Practices for At-Home Employees	Discipline and Termination: Sensitive Subjects	Electrical Safety and the 2021 NFPA 70E for Supervisors
Cyberbullying Awareness & Prevention K12	Discipline and Termination: Termination Tips	Electrical Safety and the 2021 NFPA 70E for Workers
Cybersecurity: Data Privacy and Safe Computing	Discussing Racism for K12 Educators	Emergency Communication in the Workplace
Day Camp Supervision	Diversity in the Workplace: Diversity for All	Emergency Leave Under the FFCRA
Dealing with Aggressive Behavior	Diversity Toolkit: The Inclusion-Exclusion Continuum	Emergency Prep & Response: Earthquakes
Dealing with Bad Behavior		Emergency Prep & Response: Floods
Dealing with Conflict	DOT HAZMAT Safety Training	Emergency Prep & Response: Hurricanes
Dealing With Difficult Customers	Driving Around Animals	Emergency Prep & Response: Terrorism
Dealing With Grief and Loss in the Workplace for Employees	Driving in Adverse Weather	Emergency Prep & Response: Tornadoes
	Driving While Impaired	Emergency Prep & Response: Wildfires
Dealing With Grief and Loss in the Workplace for Supervisors	Driving with Distractions	Emergency Prep & Response: Winter Storms
	Dump Truck Safety	Emergency Preparedness: Continuity of Operations
Decision-Making: Financial	EEO Laws for K-12 Genetic Information	Emergency Response in the Workplace
De-Escalation and Communication, Part I	Nondiscrimination Act	Emergency Scene Traffic Control (MDOL) (updated 2023)
De-Escalation and Communication, Part II		Employee Accountability

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Employee Engagement Essentials	Excelling as a Manager or Supervisor (Part 2 of 9): Why Leadership is an Essential Ingredient of Management	Focusing on the Customer
Employee Retention (Part 1 of 7): Building a High-Performance Work System		Food Safety
		Forklift Safety
Employee Retention (Part 2 of 7): Costs and Causes of Employee Turnover	Excelling as a Manager or Supervisor (Part 3 of 9): Indispensable Everyday Management Skills	Forming and Operating Safety Committees
Employee Retention (Part 3 of 7): Compiling Employee Satisfaction Data	Excelling as a Manager or Supervisor (Part 4 of 9): Make Things Happen	Gender Identity: Changes Organizations are Making to Increase Awareness
Employee Retention (Part 4 of 7): Essential Factors	Excelling as a Manager or Supervisor (Part 5 of 9): How to Manage Projects and Priorities	Gender Identity: Understanding Gender-Neutral Restrooms in the Workplace
Employee Retention (Part 5 of 7): Pay for Performance Plans	Excelling as a Manager or Supervisor (Part 6 of 9): Communication Skills that Make a Difference	General Safety Boost Episode 01: Ergonomics
Employee Retention (Part 6 of 7): Promoting Work-Life Balance	Excelling as a Manager or Supervisor (Part 7 of 9): Correct Problem Behavior and Poor Performance	General Safety Boost Episode 02: Back Safety
Employee Retention (Part 7 of 7): Advanced Strategies	Excelling as a Manager or Supervisor (Part 8 of 9): Control Conflict in the Workplace	General Safety Boost Episode 03: Trip Hazards
Employee Safety Awareness	Excelling as a Manager or Supervisor (Part 9 of 9): Supervisor, Manage Thyself	General Safety Boost Episode 04: Emergency Preparedness
Employer Responsibilities for Domestic Abuse		General Safety Boost Episode 05: Fire Safety
EMS Patient Lifting: Preventing Back Injuries		General Safety Boost Episode 06: Hazard Communication
Ethical Decision Making in the Workplace	Fall Protection: Comprehensive	General Safety Boost Episode 07: Slip Hazards
Ethical Expectations: Code of Conduct and Compliance Training (Section 1)	False Arrests and Arrest Liability for Law Enforcement	General Safety Boost Episode 08: Drug-Free Workplace
Ethical Expectations: Code of Conduct and Compliance Training (Section 2)	Fentanyl Exposure Safety	General Safety Boost Episode 09: Bloodborne Pathogens
Ethical Expectations: Code of Conduct and Compliance Training (Section 3)	FERPA 101 for K-12 Administrative Staff	General Safety Boost Episode 10: Skin Protection
Ethical Expectations: Code of Conduct and Compliance Training (Section 4)	FERPA for K-12 Teacher	General Safety Boost Episode 11: First Aid
Ethical Expectations: Code of Conduct and Compliance Training (Section 5)	Field Biological Hazards	General Safety Boost Episode 12: Active Shooter
	Fire and Explosion Hazards	Generating Solutions
	Fire Prevention: Comprehensive	Generation Z in the Workplace
	Firearms Safety	Giving Feedback
	First Aid	Guide to Consensual Encounters
Ethics: Understanding Fair Processes for Public Officials	First Amendment Audits	Hand and Power Tool Safety
Evaluating Your Workplace Behavior	Flagger Safety	Harassment Prevention for Maine Employees
	FLSA and Minimum Wage Rules	Harassment Prevention for Maine Supervisors
Excelling as a Manager or Supervisor (Part 1 of 9): Making the Leap from Worker to Supervisor	FLSA: Employee Classification & Overtime Rules	Hazard Communication: The New GHS Standards
	FLSA: Record Keeping Rules	Hazard Recognition
		Hazardous Spill Cleanup
		Hearing Conservation



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Hiring Liability: Discrimination	Issues in Diversity: Exercise Compassion	Leading More With Less
Hiring Liability: Improper Background Investigations	Issues in Diversity: Expand Horizons	Leading Successful Remote Teams
Hiring Liability: Misrepresentation & Implied Contracts	Issues in Diversity: Share Responsibility	Leading With Emotional Intelligence Series: Emotional Regulation
Hiring Liability: Negligent Hiring	Issues in Diversity: Speak With Care	Leading With Emotional Intelligence Series: Empathy
Hiring Liability: Supervisor Responsibilities	Issues in Diversity: Welcome New Perspectives	Leading With Emotional Intelligence Series: Introduction
Hoisting and Rigging	Job Hazard Analysis	Leading With Emotional Intelligence Series: Motivation
Home Office Ergonomics	Job Hazard Analysis for Supervisors	Leading With Emotional Intelligence Series: Self-Awareness
How to Promote Wellness at Work	Kindness Matters	
How to Quickly Calm an Angry Person	Laboratory Safety	Let's Talk...Respect -- it Matters
How Work Teams React to Change	Ladder Safety	Liability While Driving Government-Owned Vehicles
Hydrogen Sulfide Safety Awareness	Landscape Safety	Light Trucks: Avoiding Collisions
Identifying Performance Standards	Lane Use	Light Trucks: Backing Safety
Identifying Strategies for Making Change Work	Law Enforcement Ethics	Light Trucks: Driving Hazards
Identifying the Characteristics of Change	Lawful Interviewing: Ask Effective Questions	Light Trucks: Ergonomics
Implementing Process Improvements	Lawful Interviewing: Conduct Interviews, Part I	Light Trucks: Handling Extreme Conditions
Implicit Bias in Action	Lawful Interviewing: Conduct Interviews, Part II	Light Trucks: Trailing
Inclusive Mindset: The Moving Walkway	Lawful Interviewing: Prepare to Interview	Listening Skills
Indoor Crane and Sling Safety	Lead Awareness	Lockout /Tagout Safety Comprehensive
Injury Prevention in Youth Sports	LEAD NOW: Customer Focus	Loudermill, Weingarten, and Garrity Rights for Employees
Interacting with Unhoused People	LEAD NOW: Decision Making	Loudermill, Weingarten, and Garrity Rights for Supervisors
Intersections: Turning & Right of Way	LEAD NOW: Ego Management	Machine Guarding
Interview Questions Every Manager Should Know by Heart...and Ask!	LEAD NOW: Focusing on Results	Maintain Engagement in Online Learning (K-6)
Intro to HIPAA for Business Associates	LEAD NOW: Organizational Savvy	Make Change Work
Intro to HIPAA for Covered Entities	LEAD NOW: Personal Development	Make Mentoring Count
Intro to HIPAA for MSP	LEAD NOW: Personal Integrity	Managing a Generationally Diverse Team
Introducing Personal Power	LEAD NOW: Presentation Skills	Managing Employee After a Critical Incident
Introduction to Contact Tracing	LEAD NOW: Problem Solving	Managing Speed
Introduction to Lawful Hiring	LEAD NOW: Strategic Thinking	Managing Stress in Uncertain Times
Introduction to OSHA	LEAD NOW: Valuing Others	Managing Unionized Employees
Issues in Diversity: Be Attentive	Leadership and Delegation	Mandatory Reporters of Child Abuse and Neglect
Issues in Diversity: Embrace Tough Conversations	Leadership and Red Flags	
	Leadership Competencies for New Supervisors	
	Leading An Employee Resource Group	

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Material Handling and Storage	Performance Appraisals (Part 5 of 8): Feedback Practice	Preventing Slips, Trips, and Falls for Law Enforcement Officers
Measuring and Monitoring Processes		
Media Training Part 1: Crafting Your Message		Preventing Strains and Sprains
Media Training Part 2: Preparing for the Interview		Prioritizing To-Do's
Mental Health Overview: Awareness and Response for Law Enforcement	Performance Appraisals (Part 7 of 8): Conducting the Appraisal	Privacy and Ethical Behavior
Motivating Employees with Recognition	Performance Appraisals (Part 8 of 8): Tips for Productive Appraisals	Providing Service with Heart
Municipal Government Basics for Newly Elected Officials	Performance Management	Psychological Safety
Navigating Generational Diversity in the Workplace	Personal Protective Equipment	Public Employment Law Fundamentals
New Employee Safety Orientation	Personal Protective Equipment: Eye & Face Protection	Public Records Requests
Occupational Disease Prevention for Firefighters	Personal Protective Equipment: Foot Protection	Railroad Crossing Safety
Off-Duty Conduct	Personal Protective Equipment: Hand Protection	Reasonable Suspicion for Drug and Alcohol Testing: Signs and Symptoms of Alcohol Misuse For Commercial Truck Drivers
Office Safety	Personal Protective Equipment: Head Protection	Reasonable Suspicion for Drug and Alcohol Testing: Signs and Symptoms of Drug Use For Commercial Truck Drivers
Officer Safety and Tactics for Chemical and Bomb Threat Response	Personal Protective Equipment: Noise Exposure and Hearing Conservation	Reasonable Suspicion for Drug and Alcohol Testing: The Role of the Supervisor
Oil Spill Response: Waste Management	Personal Protective Equipment: Respiratory Protection	Receiving Feedback
Onboarding Remote Employees	Personnel Guidelines for Law Enforcement (Part 1)	Records Retention
One Conversation Can Change Everything	Personnel Guidelines for Law Enforcement (Part 2)	Resident Camp Supervision
OSHA Investigations and Inspections	Planning for Laboratory Emergencies	Residential Operations
OSHA Recording and Reporting	Playground Safety	Respect at Work: Body Language
PCI Security Standards at the Point of Sale	Playground Supervision	Respiratory Protection
PCI Security Standards for IT and Back Office	Power Saw Safety	Responding to Domestic Abuse Calls
PCI Security Standards for Managers	Practicing Hand Hygiene	Responsible Use of Social Media
PCI Security Standards on the Phone and Online	Practicing Hand Hygiene: Child Care Providers	RISE Up Against Workplace Bullying
Performance Appraisals (Part 1 of 8): Making the Case	Practicing Hand Hygiene: Food Service Professionals	Road Grader Safety
Performance Appraisals (Part 2 of 8): Fix Supporting Systems First	Practicing Hand Hygiene: Medical Professionals	Safe Patient Handling
Performance Appraisals (Part 3 of 8): A Simple System	Preparing Your Workplace for COVID-19	Safety Awareness Program for Supervisors
Performance Appraisals (Part 4 of 8): How to Write Feedback	Preventing Electric Shock	Safety Data Sheets
	Preventing Slips, Trips, and Falls	Safety in Local Government Part 1
	Preventing Slips, Trips, and Falls for Firefighters	Safety in Local Government Part 2

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Scaffolding Safety	Speak Out Against Offensive Workplace Behavior	The Family and Medical Leave Act: Supervisor Responsibilities
School Bullying: Address Potential Bullying	Special District Basics for Newly Elected Officials	The Interviewing Process
School Bullying: Define Bullying & The Law	Spill Prevention and Control	
School Bullying: Identify Bullying Episodes	Staying Focused	The Professional Lifeguard
School Bullying: Understand Bullying Dynamics	Stormwater Pollution Prevention Plan	The Remote Manager: Employee Engagement
School Bus Safety: Bullying on the Bus	Street Sweeper Safety	The Responsibilities of a Manager
School Bus Safety: Emergency Operations	Stress Management at Work and Elsewhere	The Role of Customer Service
School Bus Safety: Loading & Unloading	Stress Management for Law Enforcement	The Role of the Supervisor
School Bus Safety: Safe Bus Operation	Stress Management for Public Safety	Title I of ADA for K-12: Interactive Process
School Bus Safety: Transporting Students with Special Needs	Telecommunicators	Title I of ADA for K-12: Reasonable Accommodation
Seizure Awareness for K-12	Succession Planning	Title I of ADA for K-12: Supervisor Responsibilities
Servant Leadership	Tailgate Topics - Avoiding Accidents	Title I of ADA: Interactive Process
Servant Leadership 101	Tailgate Topics - Buckle Up	Title I of ADA: Reasonable Accommodation
Setting and Managing Priorities	Tailgate Topics - Distracted Driving: Drop it & Drive	Title I of ADA: Supervisor Responsibilities
Setting Overall Goals	Tailgate Topics - Driving Defensively	Title IX Final Rule for Faculty & Staff
Seizure Awareness for K-12	Tailgate Topics - Drowsy Driving	Title IX, The Clery Act, and VAWA for Faculty and Staff
Servant Leadership	Tailgate Topics - Emotional Driving	Title VI of the 1964 Civil Rights Act for K-12
Servant Leadership 101	Tailgate Topics - Hang Up and Drive: Cell Phones + Driving	Title VI of the 1964 Civil Rights Act for Municipalities
Setting and Managing Priorities	Tailgate Topics - Intersections	Township Basics for Newly Elected Officials
Setting Overall Goals	Tailgate Topics - Look Back: Mirror, Mirror on the Car	Transition to Remote Teaching for Higher Education
Site Control	Tailgate Topics - Safe Following	Transitional Duty: Improving Your Return to Work Program
Situational Awareness and Ambush Precautions for Law Enforcement	Tailgate Topics - Winter Driving	Trenching and Excavation Safety
Slips, Trips and Falls	The 5 Generations	Trip and Transportation Safety
Slower is Faster – Survival Skills for Ambulance Drivers	The Biased Brain	Turning Hazards
Slower is Faster - Survival Skills for Fire Engine Drivers	The Drug-Free Workplace Act for Employees	Understanding and Preventing Microaggressions
Slower is Faster – Survival Skills for Law Enforcement Drivers	The Drug-Free Workplace Act for Supervisors	Understanding and Preventing Microaggressions for Supervisor
Snow Plow Safety	The Family and Medical Leave Act: Eligible Employees	Understanding Diversity, Equity, and Inclusion
Social Media for Public Officials	The Family and Medical Leave Act: Overview	Understanding Employee Motivation
Space and Time Management	The Family and Medical Leave Act: Qualifying Reasons	Understanding Gender and Gender Identity
		Understanding Geographic Identity and Biases

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Understanding Socioeconomic Differences Among Students	Whole Health: Self-Awareness About Drinking	Youth Suicide Prevention (K-12) Part 2: Observe, Support, Refer
Understanding Team Building	Whole Health: Techniques to Manage Stress	
Understanding Your Facility's Stormwater Pollution Prevention Plan	Whole Health: The 3 Biggest Myths About Smoking	Youth Suicide Prevention (K-12) Part 3: A Community Effort
Updating Your Workplace Response to COVID-19	Wildfire Smoke Safety	
Use of Force: An Overview	Winter Driving: Braking and Special Consideration	Zoning Basics: By Right Projects, Special Permits, and Zone Changes
Use of Force: Community Policing and Community Perceptions	Winter Driving: Comprehensive	
Use of Force: Decision Making and Judgment	Winter Driving: Travel Planning and Techniques	Zoning Basics: Permit Evaluation Criteria
Use of Force: Ethical Considerations	Work Zone Safety	Zoning Basics: Roles and Procedures
Use of Force: Liability and Reasonableness	Working Outdoors in Warm Weather	Zoning Basics: Subdivision Ordinances
USERRA Rights & Supervisor Responsibilities	Working Outdoors in Warm Weather for Camp Employees	Zoning Basics: Uses and Development Standards
Valve Crew Safety	Workplace Allergies & Sensitivities for Employees	
Vehicle Care and Maintenance	Workplace Ergonomics (Maine)	
Verbal De-Escalation (K-12)	Workplace Investigations for Supervisors: Closing the Investigation	
Verbal Self-Defense at Work	Workplace Investigations for Supervisors: Conducting Interviews	
Wage and Hour Concerns During an Emergency	Workplace Investigations for Supervisors: Knowing When & Why to Investigate	
Walking and Working Surfaces	Workplace Investigations for Supervisors: Planning the Investigation	
Walking and Working Surfaces in Construction Environments	Workplace Investigations for Supervisors: Preparing Interview Questions	
Waste Management	Workplace Mental Health	
Welding, Cutting and Brazing Safety	Writing in Plain Language for Government	
Wellness & Fitness Training	Writing Inclusive Job Descriptions	
Whole Health: A Well-Rounded Exercise Routine	Writing Unbiased Interview Questions for Supervisors	
Whole Health: Am I at Risk for Diabetes?	Youth Suicide Prevention (K-12)	
Whole Health: Am I Getting the Right Nutrition?		
Whole Health: Brain Health	Youth Suicide Prevention (K-12) Part 1: Your Role in Prevention	
Whole Health: Dental Care		
Whole Health: Good Sleep Habits		
Whole Health: Maintain a Strong & Healthy Back		
Whole Health: Preventive Care		