

2016 PERMA FALL EDUCATIONAL CONFERENCE

LEADING THE PACK



DPW AND CLERKS

NOVEMBER 3 & 4

SHERATON SYRACUSE HOTEL & CONFERENCE CENTER
SYRACUSE, NEW YORK



P E R M ASM

PERMA is New York's largest provider of workers' compensation for public entities. Our mission is to improve workplace safety, promote wellness and provide excellent care for injured employees, helping them to return to work as safely as possible.

Please join us this November as we further our mission with the third annual PERMA Fall Educational Conference at the Sheraton Syracuse University Hotel & Conference Center.

This year's conference is divided into two educational tracks: one for public works and one for clerks, though attendance is not limited to these categories. All are welcome to attend!

AGENDA

WEDNESDAY, 11/2

6:30-7:30 pm - Early Arrival/Commuter Registration and Cocktail Reception

THURSDAY, 11/3

9:00 am - Conference Registration

9:00-10:00 am - Breakfast Buffet

10:00 am-12:00 pm - Session I

12:00-1:00 pm - Lunch Buffet

1:00-2:15 pm - Keynote Speaker

2:15-2:45 pm - Break

2:45-4:45 pm - Session II

FRIDAY, 11/4

8:00-9:00 am - Breakfast Buffet

9:00-11:00am - Session III

DPW TRACK

SESSIONS I & II

4-Hour Flagging Certification Training

Presented by William McKenzie, *TSC Training Academy*

OSHA and PESH require that all employees with flagging responsibilities be trained before they begin flagging operations. And NYS Department of Transportation regulations require certification for all employees involved in flagging operations. So this course, designed for anyone involved in road construction or maintenance in New York, will train all attendees in safe flagging techniques. Special attention will be paid to:

- Federal and NYS polices, procedures and standards
- work zone safety principles
- an overview of the Manual on Uniform Traffic Control Devices (MUTCD)
- recognition and prevention of hazardous conditions
- proper signals

Requirements for attendance:

- Preregistration (see registration form) as training is limited to 35 attendees
- On-time attendance - Session I begins at 10am. Anyone who arrives later than 10:30am will not be permitted to complete the training. Any attendee who fails to attend part or all of a session will not be eligible for certification.
- Photo ID

All attendees who complete the training will receive a certificate good for four years.

SESSION III

The New Face of Crisis De-Escalation

Presented by Ray Hassett, Retired Lieutenant, *New Haven Police Department*

The reputation of any organization begins with a single contact with the public. For DPW, that sometimes might be irritated, or even irate, pedestrians or drivers. Yet few employees receive training on how the public thinks or how to respond when the public becomes demanding and difficult to manage. And while a call to police or security will help in dicey situations, what can employees do in those three to seven minutes before the authorities arrive?

Designed for public-sector front line employees, this session will teach public works employees to de-escalate everyday situations through reflective listening and physical protocols. Attendees will learn to:

- quickly read and evaluate an emotionally volatile situation with the public and colleagues and react appropriately
- de-escalate any situation with actual step-by-step protocols
- practice these skills and teach the brain to react like in training
- use innate improvisational skills to manage any situation

Lt. Hassett will teach attendees how to restore order in tough situations so that meaningful conversation can begin.



CLERKS TRACK



Continuing Education Units (CEU): The Clerks track is IIMC-approved for one CMC Experience or one MMC Advanced Education credit. Attendance at all sessions and timely completion of a learning assessment are required for credit. Indicate your interest in receiving your CEU on the registration form.

SESSION I

Social Media for Clerks

Presented by Matthew Maguire, Senior Counselor, *Eric Mower & Associates*

Communicating via social media has its opportunities and its pitfalls. This session will focus on practical advice on when to use social media - and sometimes the answer is “never” - and how to best take advantage of its specific opportunities. Attendees will receive information on:

- key considerations in developing social media content
- specific insights on Facebook, LinkedIn, Twitter, YouTube and Instagram
- how the strengths and pitfalls of social media differ between business and personal usage
- the importance of creating, and how to create, clear policies, procedures and protocols for using social media

As many clerks are often thrust into the position of managing their municipality’s social media with little or no training, attendees will walk away confident in their ability to know how and when to use social media for business.

SESSION II

Written Communication for Clerks - Tips & Tricks

Presented by Matthew Maguire, Senior Counselor, *Eric Mower & Associates*

Despite email and text messages, effective written communication is often time-consuming and labor intensive. This session will focus on common-sense tips attendees can use to write clear, effective letters, memos and emails - and do so faster and with less pains. Covered topics include:

- overcoming writers’ block and procrastination
- writing faster
- organizing larger writing projects

- revising documents quickly and strategically with a focus on specific measurable improvement metrics
- computer tricks and keyboard shortcuts to make writing tasks go easier and faster
- shortening and simplifying frequently encountered writing tasks by using templates and boilerplate

Attendees will collaborate as a group, with Mr. Maguire, to draft a common correspondence, and they should leave the session with tips and tricks to help them streamline processes and save time while writing.

SESSION III

The New Face of Crisis De-escalation

Presented by Ray Hassett, Retired Lieutenant, *New Haven Police Department*

Every city and state government agency needs to equip their staff with the skills to work through the inherent stress and conflict in public service. With the variety of responsibilities assigned to municipal clerks, they interact with many different groups of constituents, which can lead to high-pressure situations. This session presents a curriculum of conflict resolution, providing clerks with the front-line tools to best serve their constituents and organization.

The session will provide guidance on:

- practicing respect for all members of the community
- mental health issues encountered in public service
- maintaining rational thought in emotional situations
- using verbal communication as the primary tool in conflict resolution and crisis de-escalation

Lt. Hassett will teach attendees techniques for de-escalating situations by properly recognizing and responding to emotion, and provide communication guidelines to reduce emotional stress in interactions with the public, preventing a crisis situation before it can occur.



THURSDAY KEYNOTE SPEAKER

MICHAEL MELNIK - The Energized Approach for Achieving a Safe, Healthy, & Productive Workplace

Michael Melnik is an occupational therapist that has delivered his unique, high-energy message to half-a-million people in over 20 years. Michael believes that those in a position of responsibility for safety are often faced with the monumental task of “implementing change,” “getting people on board,” and “energizing the workplace.” All of these tasks can be daunting, time-consuming and energy-draining unless they are done in a way that actually generates energy from everyone involved.

The Energized Approach was created to generate and capture the energy needed for program or initiative success. Imagine a work environment where employees purposefully try to get caught doing something safely rather than hiding an unsafe behavior. Or when an employee has a positive response when invited to a safety meeting, instead of “Is it mandatory?”

In this session, Michael will introduce the 10 essential energy sources and demonstrate how energy can be harnessed through the use of The Energized Approach.

IN AND AROUND SHERATON SYRACUSE UNIVERSITY

Sheraton Syracuse University Hotel and Conference Center is conveniently located on the campus of Syracuse University and offers an array of activities to occupy your free time.



On-site are two continental restaurants, *Rachel's* and *Sitrus on the Hill*. *Sitrus on the Hill* also has a full bar and Trivia Night starts at 7pm every Thursday!

Sheraton Syracuse also offers a heated pool and sauna, a fitness center, and a bike share program so you can leisurely explore Syracuse University's main drag, Marshall Street, which is right around the corner.

If you would like to go off-campus for dinner on Thursday, *Armory Square* is just 1.5 miles away. It offers the largest

concentration of bars and restaurants in downtown Syracuse, including:

- *Black Olive*, a classic taverna, featuring Mediterranean food and belly dancers!
- *Blue Tusk*, with 69 taps of craft beer
- *Funk & Waffles*, for live music and dozens of types of waffles - sweet and savory!
- *Peppino's Neopolitan*, to build your own pizza



And for food, shopping, and entertainment, try *Destiny USA*, a less than 15-minute drive.

Destiny USA offers upscale chain eateries like Cheesecake Factory, Texas de Brazil, and Melting Pot, and over 200 stores and outlets, including Apple, Armani, Coach, Disney Store, H&M, Lululemon, Michael Kors, Pottery Barn, and True Religion Jeans.

But there's more! *Destiny USA* also has an indoor amusement park, ropes courses, Lazer Tag, IMAX movies, a mirror maze, glow-in-the-dark golf and an antique carousel!



P E R M ASM

Public Employer Risk Management Association, Inc. (PERMA), the largest self-insurance pool for public entities in New York State, has been administered by Northeast Association Management, Inc. (NEAMI) since 1995. NEAMI, with its staff of approximately 80 professionals, provides claims management services, as well as nurse case management, risk management, coverage underwriting, and general member services.