



MAINE MUNICIPAL ASSOCIATION RISK MANAGEMENT SERVICES

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



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COVID-19: A Pandemic Response	Dealing with Bad Behavior	Diversity Toolkit: The Inclusion-Exclusion Continuum
Creating a Total Service Experience	Dealing with Conflict	DOT HAZMAT Safety Training
Creating ADA Compliant Documents	Dealing With Difficult Customers	Driving Around Animals
Criminal Justice Information Services	Dealing With Grief and Loss in the Workplace for Employees	Driving in Adverse Weather
Crisis Communication		Driving While Impaired
Critical Incident Stress Debriefing	Dealing With Grief and Loss in the Workplace for Supervisors	Driving with Distractions
Critical Thinking 101		Dump Truck Safety
Crossing Guard Safety	Decision-Making: Financial	EEO Laws for K-12 Genetic Information Nondiscrimination Act
Cultivating Compassion	De-Escalation and Communication, Part I	EEO Laws for K-12: Age Discrimination in Employment Act
Cultural Competence	De-Escalation and Communication, Part II	EEO Laws for K-12: An Introduction
Cutting Edge Communication: Accepting Change	De-Escalation for Public-Facing Employees	EEO Laws for K-12: Equal Pay Act of 1963
Cutting Edge Communication: Handling Anyone Difficult	Defensive Driving	EEO Laws for K-12: Pregnancy Discrimination Act
	Defensive Driving for Vanpool Drivers	EEO Laws for K-12: Supervisor Responsibilities
Cutting Edge Communication: Responding Thoughtfully	Defining a Problem	EEO Laws for K-12: Title I of the ADA
	Defining Coaching	EEO Laws for K-12: Title VII of the Civil Rights Act
Cutting Edge Communication: Surviving Team Conflicts	Defining Useful Workplace Feedback	EEO Laws: Age Discrimination in Employment Act
	Determining Your Problem-Solving Style	EEO Laws: An Introduction
Cutting Edge Communication: Using Goals to GROW	Developing a Diversity and Inclusion Program	EEO Laws: Equal Pay Act of 1963
Cutting Edge Success at Work: Be Confident and Assertive	Difficult Conversations: Communicating a Low Performance Review	EEO Laws: Genetic Information Nondiscrimination Act
		EEO Laws: Pregnancy Discrimination Act of 1978
Cutting Edge Success at Work: Contribute to the Team	Difficult Conversations: Dealing With Personality Issues	EEO Laws: Supervisor Responsibilities
	Difficult Conversations: Letting Someone Go	EEO Laws: Title I of the ADA
	Difficult Conversations: Odor Issues	EEO Laws: Title VII of the Civil Rights Act
Cutting Edge Success at Work: Set and Achieve Goals	Digital Literacy Basic Technical Fluency for Employees	Effective Writing for Business
Cyberbullying Awareness & Prevention K12	Disability Inclusion for Supervisors	Electrical Safety
Cybersecurity: Best Practices for At-Home Employees	Discipline and Termination: Discussing Discipline	Electrical Safety and the 2021 NFPA 70E for Supervisors
Cybersecurity: Data Classification and Handling	Discipline and Termination: Documenting Discipline	Electrical Safety and the 2021 NFPA 70E for Workers
Cybersecurity: Data Privacy and Safe Computing	Discipline and Termination: Progressive Discipline	Emergency Communication in the Workplace
Cybersecurity: Data Privacy and Security	Discipline and Termination: Sensitive Subjects	Emergency Leave Under the FFCRA
Cybersecurity: Responding to Data Breaches	Discipline and Termination: Termination Tips	Emergency Prep & Response: Earthquakes
Cybersecurity: Social Engineering	Discussing Racism for K12 Educators	Emergency Prep & Response: Floods
Day Camp Supervision	Diversity in the Workplace: Diversity for All	Emergency Prep & Response: Hurricanes
Dealing with Aggressive Behavior		

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Emergency Prep & Response: Terrorism	Ethical Expectations: Code of Conduct and Compliance Training (Section 4)	Fire Prevention: Comprehensive
Emergency Prep & Response: Tornadoes		Firearms Safety
Emergency Prep & Response: Wildfires	Ethical Expectations: Code of Conduct and Compliance Training (Section 5)	First Amendment Audits
Emergency Prep & Response: Winter Storms		Flagger Safety
Emergency Preparedness: Continuity of Operations	Ethics: Understanding Fair Processes for Public Officials	FLSA and Minimum Wage Rules
Emergency Response in the Workplace		FLSA: Employee Classification & Overtime Rules
Emergency Scene Traffic Control (MDOL) (updated 2023)	Evaluating Your Workplace Behavior	FLSA: Record Keeping Rules
Employee Accountability	Excelling as a Manager or Supervisor (Part 1 of 9): Making the Leap from Worker to Supervisor	Focusing on the Customer
Employee Engagement Essentials		Food Safety
Employee Retention (Part 1 of 7): Building a High-Performance Work System	Excelling as a Manager or Supervisor (Part 2 of 9): Why Leadership is an Essential Ingredient of Management	Forklift Safety
Employee Retention (Part 2 of 7): Costs and Causes of Employee Turnover		Forming and Operating Safety Committees
Employee Retention (Part 3 of 7): Compiling Employee Satisfaction Data	Excelling as a Manager or Supervisor (Part 3 of 9): Indispensable Everyday Management Skills	Gender Identity: Changes Organizations are Making to Increase Awareness
Employee Retention (Part 4 of 7): Essential Factors		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 4 of 9): Make Things Happen	General Safety Boost Episode 01: Ergonomics
Employee Retention (Part 6 of 7): Promoting Work-Life Balance		General Safety Boost Episode 02: Back Safety
Employee Retention (Part 7 of 7): Advanced Strategies	Excelling as a Manager or Supervisor (Part 5 of 9): How to Manage Projects and Priorities	General Safety Boost Episode 03: Trip Hazards
Employee Safety Awareness		General Safety Boost Episode 04: Emergency Preparedness
Employer Responsibilities for Domestic Abuse	Excelling as a Manager or Supervisor (Part 6 of 9): Communication Skills that Make a Difference	General Safety Boost Episode 05: Fire Safety
EMS Patient Lifting: Preventing Back Injuries		General Safety Boost Episode 06: Hazard Communication
Environmental Justice	Excelling as a Manager or Supervisor (Part 7 of 9): Correct Problem Behavior and Poor Performance	General Safety Boost Episode 07: Slip Hazards
Ethical Decision Making in the Workplace		General Safety Boost Episode 08: Drug-Free Workplace
Ethical Expectations: Code of Conduct and Compliance Training (Section 1)	Excelling as a Manager or Supervisor (Part 8 of 9): Control Conflict in the Workplace	General Safety Boost Episode 09: Bloodborne Pathogens
Ethical Expectations: Code of Conduct and Compliance Training (Section 2)		General Safety Boost Episode 10: Skin Protection
Ethical Expectations: Code of Conduct and Compliance Training (Section 3)	Fall Protection: Comprehensive	General Safety Boost Episode 11: First Aid
False Arrests and Arrest Liability for Law Enforcement		General Safety Boost Episode 12: Active Shooter
Fentanyl Exposure Safety	FERPA 101 for K-12 Administrative Staff	Generating Solutions
FERPA for K-12 Teacher		Giving Feedback
Field Biological Hazards	FERPA for K-12 Teacher	Guide to Consensual Encounters
Fire and Explosion Hazards		Hand and Power Tool Safety
		Harassment Prevention for Maine Employees

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Harassment Prevention for Maine Supervisors	Introduction to OSHA	LEAD NOW: Valuing Others
Hazard Communication: The New GHS Standards	Introduction to Robert's Rules of Order	Leadership and Delegation
Hazard Recognition	Introduction to Succession Planning	Leadership and Red Flags
Hazardous Spill Cleanup	Issues in Diversity: Be Attentive	Leadership Competencies for New Supervisors
Hearing Conservation	Issues in Diversity: Embrace Tough Conversations	Leading An Employee Resource Group
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	Leading With Emotional Intelligence Series: Self-Awareness
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	Light Trucks: Trailing
Indoor Crane and Sling Safety	Lead Awareness	Listening Skills
Injury Prevention in Youth Sports	LEAD NOW: Customer Focus	Lockout /Tagout Safety Comprehensive
Interacting with Unhoused People	LEAD NOW: Decision Making	Loudermill, Weingarten, and Garrity Rights for Employees
Intersectionality in the Workplace	LEAD NOW: Ego Management	Loudermill, Weingarten, and Garrity Rights for Supervisors
Intersections: Turning & Right of Way	LEAD NOW: Focusing on Results	Loudermill, Weingarten, and Garrity Rights for Supervisors
Interview Questions Every Manager Should Know by Heart...and Ask!	LEAD NOW: Organizational Savvy	Machine Guarding
Introducing Personal Power	LEAD NOW: Personal Development	Maintain Engagement in Online Learning (K-6)
Introduction to Contact Tracing	LEAD NOW: Personal Integrity	Make Change Work
Introduction to Lawful Hiring	LEAD NOW: Presentation Skills	Make Mentoring Count
	LEAD NOW: Problem Solving	Managing a Generationally Diverse Team
	LEAD NOW: Strategic Thinking	



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Managing Burnout	PCI Security Standards on the Phone and Online	Practicing Hand Hygiene: Child Care Providers
Managing Employee After a Critical Incident	Performance Appraisals (Part 1 of 8): Making the Case	Practicing Hand Hygiene: Food Service Professionals
Managing Speed		Practicing Hand Hygiene: Medical Professionals
Managing Stress in Uncertain Times	Performance Appraisals (Part 2 of 8): Fix Supporting Systems First	Preparing Your Workplace for COVID-19
Managing Unionized Employees		Preventing Electric Shock
Mandatory Reporters of Child Abuse and Neglect	Performance Appraisals (Part 3 of 8): A Simple System	Preventing Slips, Trips, and Falls
Mandatory Reporting for Elder Abuse		Preventing Slips, Trips, and Falls for Firefighters
Material Handling and Storage	Performance Appraisals (Part 4 of 8): How to Write Feedback	Preventing Slips, Trips, and Falls for Law Enforcement Officers
Measuring and Monitoring Processes		Preventing Strains and Sprains
Media Training Part 1: Crafting Your Message	Performance Appraisals (Part 5 of 8): Feedback Practice	Privacy and Ethical Behavior
Media Training Part 2: Preparing for the Interview		Providing Service with Heart
Mental Health Overview: Awareness and Response for Law Enforcement	Performance Appraisals (Part 6 of 8): The Process	Psychological Safety
Motivating Employees with Recognition		Public Employment Law Fundamentals
Municipal Government Basics for Newly Elected Officials	Performance Appraisals (Part 7 of 8): Conducting the Appraisal	Public Records Requests
Navigating Generational Diversity in the Workplace		Public Speaking
Neurodiversity in the Workplace	Performance Appraisals (Part 8 of 8): Tips for Productive Appraisals	Railroad Crossing Safety
New Employee Safety Orientation	Performance Management	Reasonable Suspicion for Drug and Alcohol Testing: Signs and Symptoms of Alcohol Misuse For Commercial Truck Drivers
Occupational Disease Prevention for Firefighters	Personal Protective Equipment	Reasonable Suspicion for Drug and Alcohol Testing: Signs and Symptoms of Drug Use For Commercial Truck Drivers
Off-Duty Conduct	Personal Protective Equipment: Eye & Face Protection	
Office Safety	Personal Protective Equipment: Foot Protection	Reasonable Suspicion for Drug and Alcohol Testing: The Role of the Supervisor
Officer Safety and Tactics for Chemical and Bomb Threat Response	Personal Protective Equipment: Hand Protection	
Oil Spill Response: Waste Management	Personal Protective Equipment: Head Protection	Receiving Feedback
Onboarding Remote Employees	Personal Protective Equipment: Noise Exposure and Hearing Conservation	Records Retention
One Conversation Can Change Everything	Personal Protective Equipment: Respiratory Protection	Resident Camp Supervision
OSHA Investigations and Inspections	Personnel Guidelines for Law Enforcement (Part 1)	Residential Operations
OSHA Recording and Reporting	Personnel Guidelines for Law Enforcement (Part 2)	Respect at Work: Body Language
Overcoming Anger	Playground Safety	Respiratory Protection
PCI Security Standards at the Point of Sale	Playground Supervision	Responding to Domestic Abuse Calls
PCI Security Standards for IT and Back Office	Power Saw Safety	Responsible Use of Social Media
PCI Security Standards for Managers	Practicing Hand Hygiene	



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RISE Up Against Workplace Bullying	Slower is Faster - Survival Skills for Fire Engine Drivers	The Drug-Free Workplace Act for Supervisors
Road Grader Safety		The Family and Medical Leave Act: Eligible Employees
Safe Patient Handling	Slower is Faster – Survival Skills for Law Enforcement Drivers	The Family and Medical Leave Act: Overview
Safety Awareness Program for Supervisors		The Family and Medical Leave Act: Qualifying Reasons
Safety Data Sheets	Snow Plow Safety	The Family and Medical Leave Act: Supervisor Responsibilities
Safety in Local Government Part 1	Social Media for Public Officials	
Safety in Local Government Part 2	Space and Time Management	The Interviewing Process
Scaffolding Safety	Speak Out Against Offensive Workplace Behavior	The Professional Lifeguard
School Bullying: Address Potential Bullying	Special District Basics for Newly Elected Officials	The Remote Manager: Employee Engagement
School Bullying: Define Bullying & The Law	Spill Prevention and Control	The Responsibilities of a Manager
School Bullying: Identify Bullying Episodes	Staying Focused	The Role of Customer Service
School Bullying: Understand Bullying Dynamics	Stormwater Pollution Prevention Plan	The Role of the Supervisor
School Bus Safety: Bullying on the Bus	Street Sweeper Safety	Title I of ADA for K-12: Interactive Process
School Bus Safety: Emergency Operations	Stress Management at Work and Elsewhere	Title I of ADA for K-12: Reasonable Accommodation
School Bus Safety: Loading & Unloading	Stress Management for Law Enforcement	Title I of ADA for K-12: Supervisor Responsibilities
School Bus Safety: Safe Bus Operation	Stress Management for Public Safety	Title I of ADA: Interactive Process
School Bus Safety: Transporting Students with Special Needs	Telecommunicators	Title I of ADA: Reasonable Accommodation
	Tailgate Topics - Avoiding Accidents	Title I of ADA: Supervisor Responsibilities
Seizure Awareness for K-12	Tailgate Topics - Buckle Up	Title IX, The Clery Act, and VAWA for Faculty and Staff
Servant Leadership	Tailgate Topics - Distracted Driving: Drop it & Drive	Title VI of the 1964 Civil Rights Act for K-12
Setting and Managing Priorities	Tailgate Topics - Driving Defensively	Title VI of the 1964 Civil Rights Act for Municipalities
Setting Overall Goals	Tailgate Topics - Drowsy Driving	Township Basics for Newly Elected Officials
Shallow Water Blackout	Tailgate Topics - Emotional Driving	Transition to Remote Teaching for Higher Education
Shelter Protocol: Operating & Closing a Shelter	Tailgate Topics - Hang Up and Drive: Cell Phones + Driving	Transitional Duty: Improving Your Return to Work Program
Shelter Protocol: Preparing to Open a Shelter		Trenching and Excavation Safety
Silica Awareness: Silica and the OSHA Silica Standard	Tailgate Topics - Intersections	Trip and Transportation Safety
Silica Awareness: Working Safely with Silica	Tailgate Topics - Look Back: Mirror, Mirror on the Car	Turning Hazards
Site Control		
Situational Awareness and Ambush Precautions for Law Enforcement	Tailgate Topics - Safe Following	Understanding and Preventing Microaggressions
	Tailgate Topics - Winter Driving	Understanding and Preventing Microaggressions for Supervisor
Slips, Trips and Falls	The Biased Brain	
Slower is Faster – Survival Skills for Ambulance Drivers	The Difference Between Stress and Anxiety	Understanding Diversity, Equity, and Inclusion
	The Drug-Free Workplace Act for Employees	Understanding Employee Motivation

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