



MAINE MUNICIPAL ASSOCIATION RISK MANAGEMENT SERVICES

12 Essential Leadership Skills	Asher Model: Creating a Culture of Wellness	Brainstorming and Solving
2021 Kevin Mitnick Security Awareness Training	Asher Model: Educate Your Staff on Resilience	Bucket Safety
5 Clear Signs It's Time for You to Fire a Toxic Employee	Asher Model: Encourage Healthy Habits	Budgeting for Elected Officials
	Asher Model: Encourage Spirituality	Building a Gender Inclusive Workplace
6 Big Roles Every Great Leader Takes On at the Office	Asher Model: Focus on the Solutions	Building a Kind and Connected Workplace
	Asher Model: Making It OK to Not Be OK	Bulldozer Safety
6 Tips for Parents Working From Home	Asher Model: Partner with the Family	Bullying Prevention at Camp
8 Tips for Working From Home	Asher Model: Provide Peer Support	C.A.R.E. About Implicit Bias
A COVID-19 Response: Returning to Work	Asthma Awareness for K-12	Camp Aquatics Safety
A Guide for Healthy Communications	Avoiding Animal Bites	Chainsaw Safety
Accident Incident Investigation	Avoiding Collisions While Backing & Parking	Challenge Organizational Bias
Accommodating K-12 Students with Disabilities	Avoiding the Crush Zone	Change Management
Accountability for Supervisors	Back Safety	Child Sexual Abuse Prevention at Camp
Acting With Empathy	Backhoe Safety with Trackhoe Supplement	Coaching Crash Course
Active Shooter and Workplace Violence Response (Workplace)	Basic Construction Safety	Coaching to Build Skills
	Basic Industrial Safety	Coaching to Develop Motivation
Addressing Substance Abuse Issues in the Workplace for Employees	Be Assertive, Not Aggressive	Common Mistakes of Managers
	Become A Disability A.L.L.Y. In Your Workplace	Common Sense and Mental Health
Addressing Substance Abuse Issues in the Workplace for Supervisors	Before and After School Program	Community Policing, Part I
	Behavior-Based Safety for Supervisors	Community Policing, Part II
Addressing Workplace Dysfunctions	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	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: 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 Grief and Loss in the Workplace for Employees	Driving Around Animals
Creating a Total Service Experience		Driving in Adverse Weather
Creating ADA Compliant Documents	Dealing With Grief and Loss in the Workplace for Supervisors	Driving While Impaired
Crisis Communication		Driving with Distractions
Critical Incident Stress Debriefing	Decision-Making: Financial	Dump Truck Safety
Critical Thinking 101	De-Escalation and Communication, Part I	EEO Laws for K-12 Genetic Information Nondiscrimination Act
Crossing Guard Safety	De-Escalation and Communication, Part II	EEO Laws for K-12: Age Discrimination in Employment Act
Cultivating Compassion	De-Escalation for Public-Facing Employees	EEO Laws for K-12: An Introduction
Cultural Competence	Defensive Driving	EEO Laws for K-12: Equal Pay Act of 1963
Cutting Edge Communication: Accepting Change	Defensive Driving for Vanpool Drivers	EEO Laws for K-12: Pregnancy Discrimination Act
Cutting Edge Communication: Handling Anyone Difficult	Defining a Problem	EEO Laws for K-12: Supervisor Responsibilities
	Defining Coaching	EEO Laws for K-12: Title I of the ADA
Cutting Edge Communication: Responding Thoughtfully	Defining Useful Workplace Feedback	EEO Laws for K-12: Title VII of the Civil Rights Act
	Determining Your Problem-Solving Style	EEO Laws: Age Discrimination in Employment Act
Cutting Edge Communication: Surviving Team Conflicts	Developing a Diversity and Inclusion Program	EEO Laws: An Introduction
	Difficult Conversations: Communicating a Low Performance Review	EEO Laws: Equal Pay Act of 1963
Cutting Edge Communication: Using Goals to GROW		EEO Laws: Genetic Information Nondiscrimination Act
Cutting Edge Success at Work: Be Confident and Assertive	Difficult Conversations: Dealing With Personality Issues	EEO Laws: Pregnancy Discrimination Act of 1978
		EEO Laws: Supervisor Responsibilities
Cutting Edge Success at Work: Contribute to the Team	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: Prioritize and Organize	Digital Literacy Basic Technical Fluency for Employees	Effective Writing for Business
Cutting Edge Success at Work: Set and Achieve Goals	Discipline and Termination: Discussing Discipline	Electrical Safety
Cyber Security: Best Practices for At-Home Employees	Discipline and Termination: Documenting Discipline	Electrical Safety and the 2021 NFPA 70E for Supervisors
Cyberbullying Awareness & Prevention K12	Discipline and Termination: Progressive Discipline	Electrical Safety and the 2021 NFPA 70E for Workers
Cybersecurity: Data Privacy and Safe Computing	Discipline and Termination: Sensitive Subjects	Emergency Communication in the Workplace
Day Camp Supervision	Discipline and Termination: Termination Tips	Emergency Leave Under the FFCRA
Dealing with Aggressive Behavior	Discussing Racism for K12 Educators	Emergency Prep & Response: Earthquakes
Dealing with Bad Behavior	Diversity in the Workplace: Diversity for All	Emergency Prep & Response: Floods
Dealing with Conflict	Diversity Toolkit: The Inclusion-Exclusion Continuum	Emergency Prep & Response: Hurricanes
Dealing With Difficult Customers		Emergency Prep & Response: Terrorism
	DOT HAZMAT Safety Training	



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Emergency Prep & Response: Tornadoes	Ethical Expectations: Code of Conduct and Compliance Training (Section 4)	Fire and Explosion Hazards
Emergency Prep & Response: Wildfires		Fire Prevention: Comprehensive
Emergency Prep & Response: Winter Storms	Ethical Expectations: Code of Conduct and Compliance Training (Section 5)	Firearms Safety
Emergency Preparedness: Continuity of Operations		First Amendment Audits
Emergency Response in the Workplace	Ethics: Understanding Fair Processes for Public Officials	Flagger Safety
Emergency Scene Traffic Control (MDOL) (updated 2023)	Evaluating Your Workplace Behavior	FLSA and Minimum Wage Rules
Employee Accountability	Excelling as a Manager or Supervisor (Part 1 of 9): Making the Leap from Worker to Supervisor	FLSA: Employee Classification & Overtime Rules
Employee Engagement Essentials		FLSA: Record Keeping Rules
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	Focusing on the Customer
Employee Retention (Part 2 of 7): Costs and Causes of Employee Turnover		Food Safety
Employee Retention (Part 3 of 7): Compiling Employee Satisfaction Data	Excelling as a Manager or Supervisor (Part 3 of 9): Indispensable Everyday Management Skills	Forklift Safety
Employee Retention (Part 4 of 7): Essential Factors		Forming and Operating Safety Committees
Employee Retention (Part 5 of 7): Pay for Performance Plans	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 6 of 7): Promoting Work-Life Balance		Gender Identity: Understanding Gender-Neutral Restrooms in the Workplace
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 01: Ergonomics
Employee Safety Awareness		General Safety Boost Episode 02: Back Safety
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 03: Trip Hazards
EMS Patient Lifting: Preventing Back Injuries		General Safety Boost Episode 04: Emergency Preparedness
Environmental Justice	Excelling as a Manager or Supervisor (Part 7 of 9): Correct Problem Behavior and Poor Performance	General Safety Boost Episode 05: Fire Safety
Ethical Decision Making in the Workplace		General Safety Boost Episode 06: Hazard Communication
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 07: Slip Hazards
Ethical Expectations: Code of Conduct and Compliance Training (Section 2)		General Safety Boost Episode 08: Drug-Free Workplace
Ethical Expectations: Code of Conduct and Compliance Training (Section 3)	Excelling as a Manager or Supervisor (Part 9 of 9): Supervisor, Manage Thyself	General Safety Boost Episode 09: Bloodborne Pathogens
		General Safety Boost Episode 10: Skin Protection
	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	Generating Solutions
	FERPA 101 for K-12 Administrative Staff	Generation Z in the Workplace
	FERPA for K-12 Teacher	
	Field Biological Hazards	Giving Feedback



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

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Managing a Generationally Diverse Team	PCI Security Standards on the Phone and Online	Practicing Hand Hygiene
Managing Burnout	Performance Appraisals (Part 1 of 8): Making the Case	Practicing Hand Hygiene: Child Care Providers
Managing Employee After a Critical Incident		Practicing Hand Hygiene: Food Service Professionals
Managing Speed	Performance Appraisals (Part 2 of 8): Fix Supporting Systems First	Practicing Hand Hygiene: Medical Professionals
Managing Stress in Uncertain Times		Preparing Your Workplace for COVID-19
Managing Unionized Employees	Performance Appraisals (Part 3 of 8): A Simple System	Preventing Electric Shock
Mandatory Reporters of Child Abuse and Neglect		Preventing Slips, Trips, and Falls
Mandatory Reporting for Elder Abuse	Performance Appraisals (Part 4 of 8): How to Write Feedback	Preventing Slips, Trips, and Falls for Firefighters
Material Handling and Storage		Preventing Slips, Trips, and Falls for Law Enforcement Officers
Measuring and Monitoring Processes	Performance Appraisals (Part 5 of 8): Feedback Practice	Preventing Strains and Sprains
Media Training Part 1: Crafting Your Message		Prioritizing To-Do's
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	Personal Protective Equipment	Railroad Crossing Safety
New Employee Safety Orientation	Personal Protective Equipment: Eye & Face Protection	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: Foot Protection	Reasonable Suspicion for Drug and Alcohol Testing: Signs and Symptoms of Drug Use For Commercial Truck Drivers
Off-Duty Conduct	Personal Protective Equipment: Hand Protection	
Office Safety	Personal Protective Equipment: Head 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: Noise Exposure and Hearing Conservation	Receiving Feedback
Oil Spill Response: Waste Management	Personal Protective Equipment: Respiratory Protection	Records Retention
Onboarding Remote Employees	Personnel Guidelines for Law Enforcement (Part 1)	Resident Camp Supervision
One Conversation Can Change Everything		Personnel Guidelines for Law Enforcement (Part 2)
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		



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RISE Up Against Workplace Bullying	Social Media for Public Officials	The Family and Medical Leave Act: Qualifying Reasons
Road Grader Safety	Space and Time Management	The Family and Medical Leave Act: Supervisor Responsibilities
Safe Patient Handling	Speak Out Against Offensive Workplace Behavior	The Interviewing Process
Safety Awareness Program for Supervisors	Special District Basics for Newly Elected Officials	The Professional Lifeguard
Safety Data Sheets	Spill Prevention and Control	The Remote Manager: Employee Engagement
Safety in Local Government Part 1	Staying Focused	The Responsibilities of a Manager
Safety in Local Government Part 2	Stormwater Pollution Prevention Plan	The Role of Customer Service
Scaffolding Safety	Street Sweeper Safety	The Role of the Supervisor
School Bullying: Address Potential Bullying	Stress Management at Work and Elsewhere	Title I of ADA for K-12: Interactive Process
School Bullying: Define Bullying & The Law	Stress Management for Law Enforcement	Title I of ADA for K-12: Reasonable Accommodation
School Bullying: Identify Bullying Episodes	Stress Management for Public Safety	Title I of ADA for K-12: Supervisor Responsibilities
School Bullying: Understand Bullying Dynamics	Telecommunicators	Title I of ADA: Interactive Process
School Bus Safety: Bullying on the Bus	Tailgate Topics - Avoiding Accidents	Title I of ADA: Reasonable Accommodation
School Bus Safety: Emergency Operations	Tailgate Topics - Buckle Up	Title I of ADA: Supervisor Responsibilities
School Bus Safety: Loading & Unloading	Tailgate Topics - Distracted Driving: Drop it & Drive	Title IX, The Clery Act, and VAWA for Faculty and Staff
School Bus Safety: Safe Bus Operation	Tailgate Topics - Driving Defensively	Title VI of the 1964 Civil Rights Act for K-12
School Bus Safety: Transporting Students with Special Needs	Tailgate Topics - Drowsy Driving	Title VI of the 1964 Civil Rights Act for Municipalities
Seizure Awareness for K-12	Tailgate Topics - Emotional Driving	Township Basics for Newly Elected Officials
Servant Leadership	Tailgate Topics - Hang Up and Drive: Cell Phones + Driving	Transition to Remote Teaching for Higher Education
Servant Leadership 101	Tailgate Topics - Intersections	Transitional Duty: Improving Your Return to Work Program
Setting and Managing Priorities	Tailgate Topics - Look Back: Mirror, Mirror on the Car	Trenching and Excavation Safety
Setting Overall Goals	Tailgate Topics - Safe Following	Trip and Transportation Safety
Site Control	Tailgate Topics - Winter Driving	Turning Hazards
Situational Awareness and Ambush Precautions for Law Enforcement	The 5 Generations	Understanding and Preventing Microaggressions
Slips, Trips and Falls	The Biased Brain	Understanding and Preventing Microaggressions for Supervisor
Slower is Faster – Survival Skills for Ambulance Drivers	The Difference Between Stress and Anxiety	Understanding Diversity, Equity, and Inclusion
Slower is Faster - Survival Skills for Fire Engine Drivers	The Drug-Free Workplace Act for Employees	Understanding Employee Motivation
Slower is Faster – Survival Skills for Law Enforcement Drivers	The Drug-Free Workplace Act for Supervisors	Understanding Gender and Gender Identity
Snow Plow Safety	The Family and Medical Leave Act: Eligible Employees	Understanding Geographic Identity and Biases
	The Family and Medical Leave Act: Overview	Understanding Skills

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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	Zoning Basics: By Right Projects, Special Permits, and Zone Changes
Use of Force: An Overview	Winter Driving: Braking and Special Consideration	
Use of Force: Community Policing and Community Perceptions	Winter Driving: Comprehensive	Zoning Basics: Permit Evaluation Criteria
Use of Force: Decision Making and Judgment	Winter Driving: Travel Planning and Techniques	Zoning Basics: Roles and Procedures
Use of Force: Ethical Considerations	Work Zone Safety	Zoning Basics: Subdivision Ordinances
Use of Force: Liability and Reasonableness	Working Outdoors in Warm Weather	Zoning Basics: Uses and Development Standards
USERRA Rights & Supervisor Responsibilities	Working Outdoors in Warm Weather for Camp Employees	
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	Workplace Violence Prevention	
Wellness & Fitness Training	Writing in Plain Language for Government	
Whole Health: A Well-Rounded Exercise Routine	Writing Inclusive Job Descriptions	
Whole Health: Am I at Risk for Diabetes?	Writing Unbiased Interview Questions for Supervisors	
Whole Health: Am I Getting the Right Nutrition?	Writing Unbiased Interview Questions for Supervisors	
Whole Health: Brain Health	Youth Suicide Prevention (K-12)	
Whole Health: Dental Care	Youth Suicide Prevention (K-12) Part 1: Your Role in Prevention	
Whole Health: Good Sleep Habits		
Whole Health: Maintain a Strong & Healthy Back		
Whole Health: Preventive Care		