

# Envelope please! The WCIA Risk Management Recognition Award goes to...City of Kirkland.

By Robin Aronson

The WCIA Member Risk Management Recognition Award program was developed in 2017. The award formally recognizes a member each year for excellence in risk management. The award is given to a member that has developed and/or implemented an innovative risk management idea, program, or project aimed to reduce the frequency and severity of member losses. Loss prevention and loss reduction improve the bottom line for both the individual member and WCIA pool membership as a whole.

WCIA presented the 2017 award to the City of Kirkland for the City's Managing to Excellence program. The City was recognized at the WCIA Full Board meeting on January 19. Kirkland's WCIA delegate, Kathy Joyner, Safety and Risk Management Analyst, accepted the award for the City. WCIA also presented the award at Kirkland's City Council meeting on February 6 to Mayor Amy Walen and the other city councilmembers.



James Lopez, Assistant City Manager, along with Kathy Joyner and other staff members who had worked on the program were present and were acknowledged for their hard work by Mayor Amy Walen and the other city councilmembers.

Kirkland's Managing to Excellence program is a training program designed to assist new managers and supervisors to be better prepared to lead their employees in alignment with the Kirkland's values and goals. The program was developed to enhance the skills needed to handle both day-to-day and in-depth management issues which might lead to unnecessary liability and exposures. Managing to Excellence was developed into two series, 101 and 201. Managing to Excellence 101 provides a foundation into the City's methods of management by giving an overview of the following seven topics: Employee Files, Performance Evaluation, Coaching, Counseling and Discipline, Leaves, Work-Related Injuries, Compliance Overview, and Hiring. The materials for Managing to Excellence 101 were developed by Kirkland's Human Resources Department.

Managing to Excellence 201 was developed to offer more detailed elements of management and leadership concepts to help enhance a manager or supervisor's skills and become more confident in their role as a leader within the City. The City worked with WCIA to bring in outside instructors to conduct this training. The trainings presented were: Coaching for Improved Employee Performance, Managing the Multi-Generational Workgroup, Can We Talk About a Problem, and Demonstrating Leadership Using Strategic Decision-Making.

Kirkland was able to demonstrate that it was reaping the rewards from dedicating the time and resources to provide this training to managers and supervisors, showing a measurable drop in total incurred personnel claims.

**Congratulations to the City of Kirkland!**