

# Risk Management Credentialing Program November 2023 certificate recipients

By Maria Orozco

Congratulations to the following individuals for completing a level of the Risk Management Credentialing Program:

- Michelle Buffington, City of Auburn, Level 1
- Steve Burns, City of Medina, Level 1
- Dave Gray, City of Edgewood, Level 1 and 2
- Darcy Kirschner, City of Lynnwood, Level 2
- Melissa Medisch, City of Auburn, Level 2
- Briana Schumacher, City of Lakewood, Level 2
- Kristine Selleck, Tukwila Pool Metropolitan Park District, Level 2
- Dani Smith, City of Aberdeen, Level 1 and 2
- Joie Worthen, City of Mountlake Terrace, Level 1

The Risk Management Credentialing Program is designed to foster a culture of risk management within the membership. Help promote a culture of risk management within your organization by earning your Risk Management Credentialing Program certificate. Earning your certificate is easy and can be accomplished by attending WCIA-hosted courses.

All members' employees are eligible and encouraged to participate in this program. There are four required courses to complete Level 1 and six required courses to complete Level 2. The program is self-paced. Click [here](#) for the complete guidelines on the Risk Management Credentialing Program.

The Risk Management Credentialing Program will continue into 2024. When the Level 1 or 2 training requirements are complete, fill out the [Risk Management Credentialing Program Certificate Request](#).

Not sure if the courses you have attended qualify? See the next pages for past courses for 2023 and 2022 that qualify for certification at each level. Contact the WCIA Member Services Team at [memberservices@wciapool.org](mailto:memberservices@wciapool.org) with any questions.

# Risk Management Credentialing Program 2023 Training that Qualify Towards Certification for Each Level January - December 2023

## Level 1 - Risk Fundamentals of Risk Management

*Participants must complete 1 session of each topic for a total of 4 courses.*

- An Introduction to Risk Management Essentials-Virtual-5/9/2023
- An Introduction to Risk Management Essentials-Virtual-8/23/2023
- Risk Pool Claims Basics-Virtual-6/20/2023
- Risk Pool Claims Basics-Virtual Training-10/31/2023
- Taking the Mystery Out of Insurance Requirements for Contracts-Virtual-4/12/2023
- Taking the Mystery Out of Insurance and Indemnity Requirements for Contracts-Virtual Training-10/12/2023
- WCIA Coverage Programs from A to U-Virtual-3/28/2023
- WCIA Coverage Programs from A to U-Virtual-11/8/2023

## Level 2 - Risk Fundamentals of Risk Management

*Participants must complete a total of 6 courses.*

*The 6th course can be from any of the 3 categories.*

### WCIA Risk Services Training Programs - Minimum 1 Course

- Fleet Risk Management 101-Virtual-9/20/2023
- Parks Risk Management 101-Virtual-4/25/2023
- Parks Forum-Virtual Training-10/11/2023
- Special Events Risk Management 101-Virtual-3/29/2023
- Special Events Risk Management 101-Virtual-10/26/2023
- Volunteers Risk Management 101-Virtual-4/18/2023

### WCIA Forums - Minimum 1 Course

- WCIA Human Resources Forum-Virtual Training-6/1/2023
- WCIA Public Works Forum-Virtual Training-9/28/2023

### WCIA Training Programs - Minimum 3 Courses

- Anatomy of a Nuclear Verdict (May Full Board Training)-Virtual-5/19/2023
- A Legal Guide to Due Process, Performance Management, Discipline and Discharge-Webinar-1/26/2023
- A Legal Guide to Due Process, Performance Management, Discipline and Discharge-Webinar-4/20/2023
- A Legal Guide to Due Process, Performance Management, Discipline and Discharge-Webinar-8/24/2023

## WCIA Training Programs - Minimum 3 Courses (Continued)

- A Legal Guide to Due Process, Performance Management, Discipline and Discharge-Webinar-10/19/2023
- A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates-Virtual-2/28/2023
- A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates-Virtual-4/11/2023
- A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates-Virtual-6/21/2023
- A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates-Virtual Training-7/25/2023
- A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates-Virtual Training-9/27/2023
- An Overview of Leave Laws and Guidance on Reasonable Accommodation-Webinar-1/19/2023
- An Overview of Leave Laws and Guidance on Reasonable Accommodation-Webinar-4/13/2023
- An Overview of Leave Laws and Guidance on Reasonable Accommodation-Webinar-8/17/2023
- An Overview of Leave Laws and Guidance on Reasonable Accommodation-Webinar-10/12/2023
- Best Practices for Coaching and Counseling- Virtual Training-3/28/2023
- Best Practices for Coaching and Counseling-Virtual Training-5/10/2023
- Best Practices for Coaching and Counseling-Virtual Training-6/28/2023
- Best Practices for Coaching and Counseling-Virtual Training-8/8/2023
- Best Practices for Coaching and Counseling-Virtual Training-10/3/2023
- Communication Skills to De-Escalate Hostile Customers-Virtual Training-2/9/2023
- Communication Skills to De-Escalate Hostile Customers-Virtual Training-3/22/2023
- Communication Skills to De-Escalate Hostile Customers-Virtual Training-4/26/2023
- Communication Skills to De-Escalate Hostile Customers-Virtual Training-5/18/2023
- Communication Skills to De-Escalate Hostile Customers-Virtual Training-6/12/2023
- Communication Skills to De-Escalate Hostile Customers-Virtual Training-6/29/2023
- Communication Skills to De-Escalate Hostile Customers-Virtual Training-7/12/2023
- Communication Skills to De-Escalate Hostile Customers-Virtual Training-7/27/2023
- Communication Skills to De-Escalate Hostile Customers-Virtual Training-10/4/2023
- Communication Skills to De-Escalate Hostile Customers-Virtual Training-11/1/2023
- Cyber Risk Intelligence, Modelling and Market Place Services-Virtual Training-8/2/2023
- Cyber Security Controls: Top 5 Controls-Virtual Training-3/2/2023
- Developing Emotional Intelligence: How to Manage Emotions in Demanding Times-Virtual Training-5/17/2023
- Developing Emotional Intelligence: How to Manage Emotions in Demanding Times-Virtual Training-7/13/2023
- Developing Emotional Intelligence: How to Manage Emotions in Demanding Times-Virtual Training-7/26/2023
- Developing Emotional Intelligence: How to Manage Emotions in Demanding Times-Virtual Training-10/5/202
- Foundations of Implicit Bias-Tukwila-6/13/2023
- Foundations of Implicit Bias-Virtual Training-2/15/2023 and 2/16/2023
- Foundations of Implicit Bias-Virtual Training-4/5/2023 and 4/6/2023
- Foundations of Implicit Bias-Virtual Training-5/8/2023 and 5/9/2023
- Foundations of Implicit Bias-Virtual Training-7/19/2023 and 7/20/2023
- Foundations of Implicit Bias-Virtual Training-9/18/2023 and 9/19/2023
- Foundations of Implicit Bias-Virtual Training-10/11/2023 and 10/12/2023

## WCIA Training Programs - Minimum 3 Courses (Continued)

- Harassment, Discrimination, & Retaliation Prevention for Supervisors-Webinar-1/12/202
- Harassment, Discrimination, & Retaliation Prevention for Supervisors-Webinar-4/6/2023
- Harassment, Discrimination, & Retaliation Prevention for Supervisors-Webinar-8/10/2023
- Harassment, Discrimination, & Retaliation Prevention for Supervisors-Webinar-10/5/2023
- HOW To-Practical Guides for Supervisors- 1/17/2023-3/13/2023
- HOW To-Practical Guides for Supervisors- 4/17/2023-6/12/2023
- HOW To-Practical Guides for Supervisors-7/10/2023-9/5/2023
- HOW To-Practical Guides for Supervisors-9/18/2023-11/14/2023
- Legal and Practical Issues Involving Recruitment and Hiring-Webinar-4/27/2023
- Legal and Practical Issues Involving Recruitment and Hiring-Webinar-8/31/2023
- Legal and Practical Issues Involving Recruitment and Hiring-Webinar-10/26/2023
- Managing Challenging Conversations-Virtual Training-3/8/2023 and 3/9/2023
- Managing Challenging Conversations-Virtual Training-5/1/2023 and 5/2/2023
- Managing Challenging Conversations-Virtual Training-9/13/2023 and 9/14/2023
- Managing Challenging Conversations-Virtual Training-10/16/2023 and 10/17/2023
- Minimizing Workplace Gossip-Virtual Training-5/3/2023
- Minimizing Workplace Gossip-Virtual Training-7/11/2023
- Minimizing Workplace Gossip-Virtual Training-8/29/2023
- NW Safety Consultants Behind-the-Wheel Driver Skills Course-AM Session-Puyallup-3/29/2023
- NW Safety Consultants Behind-the-Wheel Driver Skills Course-PM Session-Puyallup-3/29/2023
- NW Safety Consultants Behind-the-Wheel Driver Skills Course-Ephrata-6/15/2023
- Occupational Burnout: The Science Behind Stress in the Workplace-Virtual Training-2/8/2023
- Occupational Burnout: The Science Behind Stress in the Workplace-Virtual Training-3/23/2023
- Occupational Burnout: The Science Behind Stress in the Workplace-Virtual Training-11/2/2023
- Part 1: Approaching Supervisory Situations with Confidence-Virtual Training-2/14/2023
- Part 1: Approaching Supervisory Situations with Confidence-Virtual Training-3/7/2023
- Part 1: Approaching Supervisory Situations with Confidence-Virtual Training-5/16/2023
- Part 1: Approaching Supervisory Situations with Confidence-Virtual Training-7/18/2023
- Part 1: Approaching Supervisory Situations with Confidence-Virtual Training-10/24/2023
- Part 2: Approaching Supervisory Situations with Confidence-Virtual Training-5/23/2023
- Public Safety Legislative Update-Virtual Training-6/21/2023
- Sergeant's Investigation of Force-Ridgefield-10/19/2023 and 10/20/2023
- Supervisory Boot Camp-Tukwila-6/28/2023
- Supervisor Boot Camp-Virtual Training-3/29/2023 and 3/30/2023
- Supervisor Boot Camp-Virtual Training-5/24/2023 and 5/25/2023
- Supervisor Boot Camp-Virtual Training-9/27/2023 and 9/28/2023
- Supervisor Boot Camp-Virtual Training-10/25/2023 and 10/26/2023

Registration for upcoming sessions can be found on the WCIA website at [www.wciapool.org](http://www.wciapool.org), click **Services, Member Training and Education**, and then select either **Training Courses - Calendar View** or **Training Courses - List View**.

# Risk Management Credentialing Program 2022 Training that Qualify Towards Certification for Each Level January - December 2022

## Level 1 - Risk Fundamentals of Risk Management

*Participants must complete 1 session of each topic for a total of 4 courses.*

- An Introduction to Risk Management Essentials-Virtual-3/2/2022
- An Introduction to Risk Management Essential-Virtual-6/1/2022
- An Introduction to Risk Management Essential-Virtual-10/12/2022
- Taking the Mystery Out of Insurance Requirements for Contracts-Virtual-3/23/2022
- Taking the Mystery Out of Insurance Requirements for Contracts-Virtual-6/22/2022
- Taking the Mystery Out of Insurance Requirements for Contracts-Virtual-10/4/2022
- Risk Pool Claims Basics- Virtual-1/21/2022
- Risk Pool Claims Basics-Virtual-4/28/2022
- WCIA Coverage Programs from A to U-Virtual-5/20/2022
- WCIA Coverage Programs from A to U-Virtual-11/1/2022

## Level 2 - Risk Fundamentals of Risk Management

*Participants must complete a total of 6 courses.*

*The 6th course can be from any of the 3 categories.*

### WCIA Risk Services Training Programs - Minimum 1 Course

- Fleet Risk Management 101-Virtual-5/27/2022
- Fleet Risk Management 101-Virtual-10/19/2022
- Parks Risk Management 101-Virtual-4/21/2022
- Public Works Risk Management 101-Virtual-5/10/2022
- Special Events Risk Management 101-Virtual-6/30/2022
- Special Events Risk Management 101-Virtual-11/17/2022
- Volunteers Risk Management 101-Virtual-6/14/2022
- Volunteers Risk Management 101-Virtual-9/14/2022

### WCIA Forums - Minimum 1 Course

- WCIA City Attorney and Legal Advisor Forum-Virtual-9/13/2022
- WCIA Police Chiefs Forum-Virtual-4/5/2022
- WCIA Human Resources Forum-Virtual-4/19/2022
- WCIA Human resources Forum-Virtual-12/7/2022
- WCIA Public Works Forum-Virtual-6/21/2022
- WCIA Police Chiefs Forum-Virtual-8/23/2022
- WCIA City Attorney and Legal Advisor Forum-Virtual-9/13/2022

## WCIA Training Programs - Minimum 3 Courses

- A Legal Guide to Due Process, Performance Management, Discipline and Discharge-Webinar-1/27/2022
- A Legal Guide to Due Process, Performance Management, Discipline and Discharge-Webinar-4/21/2022
- A Legal Guide to Due Process, Performance Management, Discipline and Discharge-Webinar-7/27/2022
- A Legal Guide to Due Process, Performance Management, Discipline and Discharge-Webinar-10/20/2022
- A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates-Virtual-4/12/2022
- A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates-Virtual-7/19/2022
- A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates-Virtual-8/23/2022
- A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates-Virtual-9/13/2022
- A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates-Virtual-10/25/2022
- A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates-Virtual-11/15/2022
- A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates-Virtual-12/6/2022
- An Overview of Leave Laws and Guidance on Reasonable Accommodation-1/20/2022
- An Overview of Leave Laws and Guidance on Reasonable Accommodation-4/14/2022
- An Overview of Leave Laws and Guidance on Reasonable Accommodation-7/20/2022
- An Overview of Leave Laws and Guidance on Reasonable Accommodation-10/13/2022
- Best Practices for Coaching and Counseling-Virtual-2/22/2022
- Best Practices for Coaching and Counseling-Virtual-5/17/2022
- Best Practices for Coaching and Counseling-Virtual-6/28/2022
- Best Practices for Coaching and Counseling-Virtual-8/3/2022
- Communication Skills to De-Escalate Hostile Customers-Virtual-5/11/2022 and 5/12/2022
- Communication Skills to De-Escalate Hostile Customers-Virtual-6/22/2022
- Communication Skills to De-Escalate Hostile Customers-Virtual-6/23/2022
- Communication Skills to De-Escalate Hostile Customers-Virtual-8/24/2022
- Communication Skills to De-Escalate Hostile Customers-Virtual-8/25/2022
- Communication Skills to De-Escalate Hostile Customers-Virtual-9/21/2022
- Communication Skills to De-Escalate Hostile Customers-Virtual-9/22/2022
- Communication Skills to De-Escalate Hostile Customers-Virtual-9/28/2022
- Communication Skills to De-Escalate Hostile Customers-Virtual-9/29/2022

### **WCIA Training Programs - Minimum 3 Courses (Continued)**

- Communication Skills to De-Escalate Hostile Customers-Virtual-10/10/2022
- Communication Skills to De-Escalate Hostile Customers-Virtual-10/11/2022
- Creating Effective Strategic Communications Messaging-Virtual-3/8/2022
- Creating Effective Strategic Communications Messaging-Virtual-7/14/2022
- Creating Effective Strategic Communications Messaging-Virtual-9/27/2022
- Cybersecurity Risk Management-Virtual-10/20/2022
- Foundations of Implicit Bias-Virtual-2/9/2022 and 2/10/2022
- Foundations of Implicit Bias-Virtual-3/2/2022 and 3/3/2022
- Foundations of Implicit Bias-Virtual-4/4/2022 and 4/5/2022
- Foundations of Implicit Bias-Virtual-6/1/2022 and 6/2/2022
- Foundations of Implicit Bias-Virtual-8/3/2022 and 8/4/2022
- Foundations of Implicit Bias-Virtual-11/2/2022 and 11/3/2022
- Harassment, Discrimination, & Retaliation Prevention for Supervisors-Webinar-1/13/2022
- Harassment, Discrimination, & Retaliation Prevention for Supervisors-Webinar-4/7/2022
- Harassment, Discrimination, & Retaliation Prevention for Supervisors-Webinar-7/13/2022
- Harassment, Discrimination, & Retaliation Prevention for Supervisors-Webinar-10/6/2022
- How to Practical Guides for Supervisors-1/18/2022-3/13/2022
- How to Practical Guides for Supervisors-4/11/2022-6/7/2022
- How to Practical Guides for Supervisors-7/11/2022-9/6/2022
- How to Practical Guides for Supervisors-9/19/2022-11/13/2022
- Leading a Workplace Free of Harassment and Discrimination-Virtual-5/18/2022
- Leading a Workplace Free of Harassment and Discrimination-Virtual-5/19/2022
- Leading a Workplace Free of Harassment and Discrimination-Virtual-6/14/2022
- Leading a Workplace Free of Harassment and Discrimination-Virtual-6/16/2022
- Leading a Workplace Free of Harassment and Discrimination-Virtual-8/17/2022
- Leading a Workplace Free of Harassment and Discrimination-Virtual-8/18/2022
- Leading a Workplace Free of Harassment and Discrimination-Virtual-11/17/2022
- Legislative Update Impacting Law Enforcement-Virtual Training-4/26/2022
- Managing Challenging Conversations-Virtual-3/9/2022 and 3/10/2022
- Managing Challenging Conversations-Virtual-4/18/2022 and 4/19/2022
- Managing Challenging Conversations-Virtual-8/10/2022 and 8/11/2022
- Managing Challenging Conversations-Virtual-10/3/2022 and 10/4/2022
- Minimizing Workplace Gossip-Virtual-3/16/2022
- Minimizing Workplace Gossip-Virtual-5/3/2022
- Minimizing Workplace Gossip-Virtual-7/12/2022
- Minimizing Workplace Gossip-Virtual-8/9/2022
- Occupational Burnout: The Science Behind the Stress in the Workplace-Virtual-4/27/2022
- Occupational Burnout: The Science Behind the Stress in the Workplace-Virtual-4/28/2022
- Occupational Burnout: The Science Behind the Stress in the Workplace-Virtual-6/8/2022

### **WCIA Training Programs - Minimum 3 Courses (*Continued*)**

- Occupational Burnout: The Science Behind the Stress in the Workplace-Virtual-6/9/2022
- Occupational Burnout: The Science Behind the Stress in the Workplace-Virtual-11/16/2022
- Part 1: Approaching Supervisory Situations with Confidence-Virtual-2/15/2022
- Part 1: Approaching Supervisory Situations with Confidence-Virtual-4/26/2022
- Part 1: Approaching Supervisory Situations with Confidence-Virtual-7/20/2022
- Part 1: Approaching Supervisory Situations with Confidence-Virtual-8/30/2022
- Part 1: Approaching Supervisory Situations with Confidence-Virtual-10/5/2022
- Emotional Survival for Law Enforcement Professionals-Port Townsend-3/18/2022
- EverSafe Defensive Driving-Classroom Straining-Tukwila-10/26/2022
- Fostering an Inclusive Workplace, Implicit Bias Part 2-Virtual-3/23/2022 and 3/24/2022
- Fostering an Inclusive Workplace, Implicit Bias Part 2-Virtual-6/27/2022 and 6/28/2022
- Fostering an Inclusive Workplace, Implicit Bias Part 2-Virtual-9/14/2022 and 9/15/2022
- Fostering an Inclusive Workplace, Implicit Bias Part 2-Virtual-12/7/2022 and 12/8/2022
- NW Safety Consultants Behind-the-Wheel Driver Skills Course-Puyallup-11/9/2022
- Part 2: Approaching Supervisory Situations with Confidence-Virtual-6/29/2022
- Part 2: Approaching Supervisory Situations with Confidence-Virtual-10/18/2022
- Practical Considerations When Revising Your Yearly Appraisal System-Virtual-3/30/2022
- Practical Considerations When Revising Your Yearly Appraisal System-Virtual-7/26/2022
- Safe Driver Skills Classroom Training with Simulator-Tukwila-11/8/2022
- Transitioning to Discipline-Virtual-3/1/2022
- Transitioning to Discipline-Virtual-5/24/2022

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