



## **2024 WCIA Training and Education**

Courses listed will be offered as open enrollment sessions during the year unless otherwise indicated.  
Visit our [training calendar](#) on our [website](#) for current training.

### **WCIA Staff Trainings**

An Introduction to Risk Management Essentials  
Risk Pool Claims Basics  
Taking the Mystery Out of Insurance Requirements for Contracts  
WCIA Coverage Programs from A to U  
Risk Management 101 Trainings – Fleet, Parks, Public Works, Special Events, and Volunteers  
Council Do's & Don'ts (*available upon individual member request*)

### **WCIA Forums**

Possible Forums: Human Resources, Police Chiefs, Public Works

### **Personnel and Employment Law Trainings**

A Supervisor's Guide to Effectively Resolving Conflicts Among Subordinates  
Best Practices for Coaching and Counseling  
Communication Skills to De-Escalate Hostile Customers  
Developing Emotional Intelligence: How to Manage Emotions in Demanding Times  
Foundations of Implicit Bias  
HOW TO-Practical Guides for Supervisors  
Leading a Workplace Free of Harassment and Discrimination  
Managing Challenging Conversations  
Part 1 & 2: Approaching Supervisory Situations with Confidence  
Supervisor Boot Camp  
The Art and Science of Feedback  
Transitioning from Peer to Supervisor  
Understanding Just Cause  
What Every Supervisor Should Know About Harassment, Discrimination, and Retaliation

### **Summit's - A Supervisor's Roadmap to Employment Law Essentials Series**

Harassment, Discrimination, & Retaliation Prevention for Supervisors  
An Overview of Leave Laws and Guidance on Reasonable Accommodation  
A Legal Guide to Due Process, Performance Management, Discipline and Discharge

### **Police Trainings**

Use of Force: Core Principles  
Sergeant's Investigation of Force  
Street Smarts Virtual Reality System Train-the-Trainer (*subject to trainer availability*)

### **WCIA Driver Improvement Programs**

Evergreen Safety Council: EverSafe Online Defensive Driving Course (*available for purchase*)  
NW Safety Consultants: Behind-the Wheel Driver Skills Course

### **E-Learning Training in Partnership with LocalGovU**

WCIA Online Academy is free for WCIA members. Click [here](#) to access.

Contact Member Services [memberservices@wciapool.org](mailto:memberservices@wciapool.org) if you have any questions!