

# ***GSRMA Course Offerings***

*Golden State Risk Management Authority is pleased to offer the following courses available for on-site or regional training sessions. This is a list of frequently requested training. Other courses are available as requested. All on-site and regional training is completely customizable for GSRMA members.*

- **Back Safety and Proper Lifting** – Participants will learn key points regarding the forces involved when lifting, common causes of back injuries, techniques for the prevention of back injuries, proper lifting techniques and the importance of exercise and stretching.
- **Backhoe Safety** – Participants will learn how to safely operate a backhoe. Training will include pre-operation checklists, inspections, reviewing the operator’s manual, three point contact, machine stability, and operator’s responsibilities.
- **Board Etiquette** – This training is designed for board members. Participants will learn Rosenberg’s Rules of Parliamentary Procedure, as well as roles and responsibilities of board members.
- **CPR – First Aid\*** – Participants who successfully complete the course will be certified in both CPR and First Aid. CPR - participants will learn to perform CPR and provide assistance to victims with blocked airways. First Aid – Participants will learn basic first aid techniques.
- **Defensive Driving** – Participants will learn the steps to drive defensively, how to avoid distractions while driving and how to handle driving hazards.
- **Defensive Driving for Emergency Personnel** – Participants will learn the steps to drive defensively, how to avoid distractions while driving and how to handle driving hazards. This course also includes a discussion regarding AB 2298 as it applies to peace officers and firefighters.
- **Effectively Planning for the Unexpected** – Participants will review key considerations for development of disaster planning, as well as identifying their agency’s role in responding to disasters.
- **Ergonomics** – This course is designed for supervisor level staff. Participants will learn basic ergonomic principles as well as workstation set up and adjustments.
- **Fire Extinguisher** – Participants will learn about the fire triangle, different types of fires and fire extinguishers, as well as how to operate a fire extinguisher.

\* There is a \$20 per person fee for the CPR/First Aid courses to cover the cost of course materials and cards.



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- **Harassment AB 1825 – Supervisor Level** – This course was designed for supervisor level staff. Participants will define and identify harassment, discuss applicable state and federal law, as well as discuss policy and procedure requirements and review scenarios.
- **Harassment – Employee Level** – This course was designed for employee level staff. Participants will define and identify harassment, discuss applicable state and federal law, as well as discuss policy and procedure requirements and review scenarios.
- **Heat Illness** – Participants will learn about risks for heat illness, the types of heat illness along with their signs and symptoms, how to care for victims of heat illness and Cal OSHA’s Heat Illness standard.
- **How to Conduct Tailgate Trainings** – Participants will learn what tailgate trainings are, why we need them, whose responsibility they are, and how to make presentations.
- **How to Deal with Difficult People** – Participants will discuss what makes people difficult to work with, learn techniques to diffuse these situations as well as things to say or not to say in these situations.
- **Introduction to Safety** – Participants will learn why safety is important, how to create a safe workplace, and the requirements of an Injury and Illness Prevention Program (IIPP).
- **Making the Best Better, Providing Quality Customer Service** – Participants will learn key points about customer service, whose responsibility customer service is and how to implement better customer service in their current practices.
- **Slips, Trips and Falls** – Participants will learn common causes for slips, trips and falls, contributing factors to these incidents and prevention strategies.
- **Workers’ Comp 101** – Participants will discuss the often misunderstood workers’ compensation claims process. This session will help participants gain a better understanding of both the nature and purpose of the workers’ compensation system.
- **Workplace Stress** – Participants will learn how to identify stress and personal stressors, signs and symptoms of stress, as well as how to manage stress and how attitude affects stress.

*Online training is provided to GSRMA members at no cost through TargetSolutions. We also provide on-site safety inspections and consultation for development of policies and procedure manuals at no cost.*

*For more information, or to schedule training, contact us at (530) 934-5633 or via e-mail at [lossprevention@gsrma.org](mailto:lossprevention@gsrma.org)*

The logo features a stylized yellow graphic resembling a brushstroke or a textured shape behind the text.

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