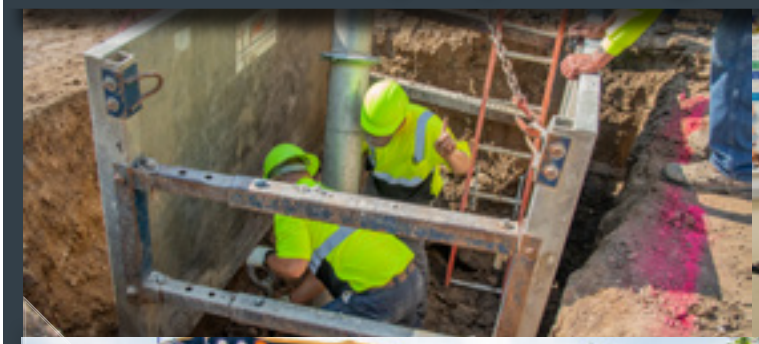
Cities & Villages Mutual Insurance Company Training Catalog

















Version 2027







Our Core Principles

CUSTOMER SERVICE EXCELLENCE:
We are dedicated to satisfying the needs of our members and honoring commitments that we have made to them.

PASSION FOR RESULTS:
We show pride, enthusiasm and dedication in everything that we do. We are committed to delivering our very best and holding ourselves accountable for results.

OPEN COMMUNICATION:
All team members are encouraged to openly share their opinions and views.

INTEGRITY:
We act with honesty and integrity, not compromising the truth.

TEAMWORK:
Our team is supportive of each other's efforts, loyal to one another, and care for each other personally and professionally.

ALIGNMENT AND ACCOUNTABILITY:
We accept responsibility for our actions. We make and support decisions through experience and good judgment.

RESPECT:
We treat our team members, CVMIC members and other partners with mutual respect and sensitivity, recognizing the importance of diversity. We respect all individuals and value their contributions.

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Free!

CVMIC training is offered at no additional cost to CVMIC members!

Whether on-site, public, virtual, in-person, departmental, or organization-wide, training is an important part of CVMIC's commitment to risk management and loss prevention.

Each CVMIC member municipality is assigned dedicated staff that will partner to create and execute your training plan. CVMIC training is modeled after the CVMIC partnership: it is collaborative, engaging, and actionable.

Visit the CVMIC website to check out the full training calendar or connect with your dedicated rep to schedule training today!

(Non-members and the public are welcome to attend public CVMIC training programs with a small fee. See CVMIC's website for more details.)







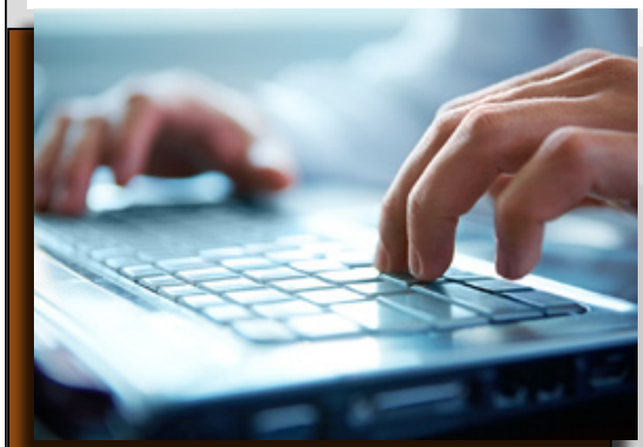


The Leadership Action Series (LAS) is the pinnacle of CVMIC's leadership training. This online series features 10 programs designed to engage veteran and senior municipal leaders. Participants put the "action" in the LAS by leading the conversation, creating their own project, and improving their municipalities.

As your partner, CVMIC knows how busy leaders are within their departments and it is tough to get out of the office. So, these 90 minutes programs are exclusively online to accommodate busy schedules.

CVMIC is proud to provide this unique learning opportunity that features a mix of collaboration, small group, and independent-led learning to bring out the best in each participant.

Recommended Participants: senior leaders, department heads, deputy department heads, managers, supervisors, lieutenants, captains, deputy chiefs, battalion chiefs, and future departmental leaders.



LAS #0 Orientation

The Leadership Action Series orientation walks participants through the requirements of the 10-week program. Participants will get to know the technology platform and introduce themselves to their cohort group.

Note: This program is required before starting the LAS track and enrolling in LAS #1.

LAS #1 Employee Engagement

The first program of the Leadership Action Series focuses on employee engagement. This soft skills program explores the value of the leader in building strong employee relationships.

Note: This program is required before enrolling in LAS #2.

LAS #2 Active Listening & Empathy

The second program of the Leadership Action Series reinforces the soft skills of leadership communication. The program explores the principles of active listening and the characteristics of empathy.

Note: This program is required before enrolling in LAS #3.

LAS #3 Ethics

The third program of the Leadership Action Series covers the importance of ethical leadership. Specifically, looking at how ethical problem-solving, thinking, and culture are driven by leaders.

Note: This program is required before enrolling in LAS #4.

LAS #4 Safety

The fourth program of the Leadership Action Series reviews the importance of safety on the job. Practical safety tools and resources (DSPS, OSHA, CVMIC, Hierarchy of Controls) will be reviewed to help build this critical hard skill.

Note: This program is required before attending LAS #5.

LAS #5 Performance Feedback

The fifth program of the Leadership Action Series mixes the hard and soft skills approach to Performance Feedback. This program will review the fundamentals and preparation required to conduct critically important employee coaching.

Note: This program is required before attending LAS #6.

LAS #6 Motivation & Recognition

The sixth program of the Leadership Action Series is the final soft skills program dealing with how to motivate and recognize employees. This program builds on the communication and interpersonal skills needed to develop and sustain performance.

Note: This program is required before attending LAS #7.

LAS #7 EPL & HR Law

The seventh program of the Leadership Action Series covers Employment Law. Specifically, participants will explore FMLA and ADA situations and the role of leadership in navigating State and Federal law.

Note: This program is required before enrolling in LAS #8.

LAS #8 Progressive Discipline

The eighth and final program of the Leadership Action Series is the final hard skills program dealing with how to discipline for performance improvement. Unfortunately, success is not a given and leaders need to navigate the progressive discipline process equitably, effectively, and with documentation. Note: This program is required before attending the final LAS #9.

LAS #9 Capstone Project & Conclusion

The final LAS program is a review of the independent capstone project that each participant is required to complete in order to complete the Leadership Action Series. This celebratory final program reviews the lessons learned and tangible products throughout the 10-week course.



One of the best ways to improve your organization is to improve your leadership.

The Emerging Leader Certification Track features comprehensive leadership development programs aimed at assisting both new and aspiring leaders. This trainings series focuses on building the tools and skills needed to make new leaders successful.

Module 1

What Every Leader Needs to Know (Right Away):
Employment law, Rights & Responsibilities
(M1D1)

This program will explore four specific areas: Family Medical Leave Act (FMLA), Americans with Disabilities Act (ADA), Anti-Harassment protections, and Fair Labor and Standards Act (FLSA). After attending this training participants will understand how to make legally compliant employment decisions and the role of Human Resources in the process.

Walk the talk: Performance Communication
(Coaching and Feedback, M1D2)

After attending this program participants will be able to, explore the value of appropriate feedback, prepare for performance feedback using a framework, practice preparing and delivering feedback. Improving performance related feedback is a critical part of employee development, retention, and hiring. Successful leaders must be able to motivate and recognize employees to meet organizational needs.

Paving the way: Mentoring and Advice for the Future
(Mentoring, M1D3)

Mentorship provides employees with an empowered confidant who is committed to providing support, advice, and a listening ear. This program establishes the value of mentoring, teaches attendees how to create a mentoring program, and develops mentoring skills through practice. This day will help establish the foundations of a mentoring program while giving participants the opportunity to practice practical mentoring skills.





Module 2

So, What Now?: From Employee to Leader
(Technical Leadership, M2D1)

It takes the right tools to navigate the transition into a supervisory role. In this course, we identify the EAP resource and explore usage, understand Drug & Alcohol Policy responsibilities, practice the Supervisor's role in discipline and manage conflict in the workplace. This program will help leaders learn the critical skills, tasks, and processes they will face every day while leading teams.

Soft Skills the Hardest Task: Emotional Intelligence, Time & Stress Management
(M2D2)

It is important for leaders to take the time to develop emotional intelligence soft skills so as to build effective working relationships. This training will help participants build the personal skills needed to be the leader others need. After attending this program participants will be able to develop and practice effective time management techniques, analyze the personal and social components of emotional intelligence, and transform their understanding and management of stress.

Be the Boss You've Always Wanted: The People side of Leadership
(M2D3)

Leadership requires an ability to motivate, recognize, inspire, delegate, and develop. A successful leader must be able to work well with others. This program helps to highlight the interpersonal skills and leadership actions that motivate, change, and enable the people around them. Attendees will learn the difference between being a "boss" and being a "leader" how to implement the positive power of a Growth Mindset, and practice inspiring/enabling their team to act.

Module 3

We all Want to Go Home Tonight: Working Safely and Effectively
(M3D1)

Every leader should be aware of their role and responsibility in creating a culture of safety that prevents incidents. After attending this program participants will be able to establish the supervisor's role and responsibilities in safety, explore solutions to common public sector safety issues, and practice creating a safety driven workplace culture. This program will prepare (or reinforce) a leader's ability to identify, analyze, and solve safety related issues.

Making a Difference with a Difference: Diversity, Generations, and Emerging Issues
(M3D2)

As leaders, part of the job requires creating an environment of respect where all employees can be successful. After attending this program participants will be able to develop successful strategies to approach generational differences at work, explore the dimensions of diversity to interact successfully across differences, and establish civility expectations to build successful workplace cultures.

Doing What's Right When No One Is Looking: The Ethical Leader
(M3D3)

Ultimately, leaders are responsible for creating and maintaining an ethical culture on the job. After attending this program participants will be able to define and analyze ethical situations in the workplace, utilize ethical problem-solving tools to think ethically, create an ethical culture on the job Unethical decisions often result in significant consequences and this program looks to (re)establish the ethical expectations of all employees.

Module 4

Representing your municipality: External Communication
(Customer service, the media, and social media, M4D1)

External communication is often very complex and when done poorly creates many departmental problems. This program will help develop the fundamentals of communicating with citizens and the media. As the media landscape (as well as the technology used) changes it can be difficult to keep up with current best practices and fundamentals.

Representing your team: Internal Communication
(Organizational communication, meeting management, email, and phone call etiquette, M4D2)

This program will help develop successful internal communication strategies. This course will focus on understanding and identifying the 3 "basics" of professional communication, practice strategies to enhance written communication, learn to manage effective meetings, and practice effective employee training strategies.

Representing yourself: Professional Communication
(Public Speaking, M4D3)

As new leaders take on new responsibilities public speaking may become a skill that a leader must be comfortable with. After attending this program participants will be able to understand the value of public speaking and explore applications for professional use, prepare for public speaking opportunities, and utilize successful public speaking strategies after practicing with peers. This program helps create the skills and practice time needed to begin improving public speaking skills.







Module 4

Perfecting Leadership Elective M4D1,2,3 (3 Elective Programs)

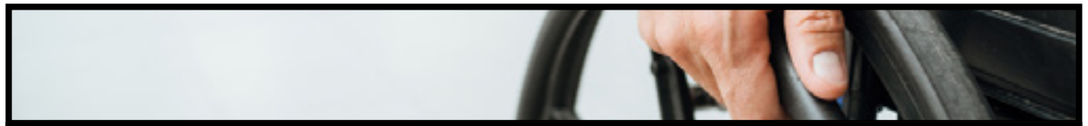
Established leaders are often looking for training resources that are relevant to their specific position and department context. By completing any three regional CVMIC programs leaders are able to tailor their learning and development to what works for them.

Leaders can choose between any of the following regional resources:

- CVMIC department round-tables
- CVMIC regional safety training
- CVMIC regional leadership training
- CVMIC regional EPL & HR training…and much, much more

Leaders simply need to consult the CVMIC Regional Training calendar to locate an opportunity that works for their department and plan. In order for the elective credit to transfer to this program, participants must notate that the attended program is an elective for the Perfecting Leadership program.

Human Resources & Employment Liability Law



Americans with Disabilities Act – Title I: Employer Obligations

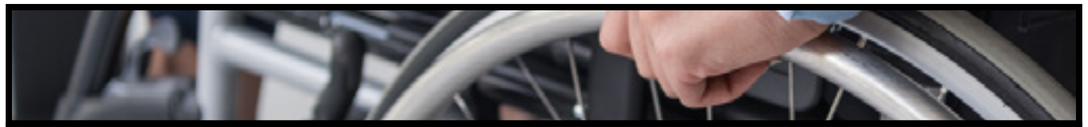
1 Hour

Title I of the Americans with Disabilities Act prohibits employers from discriminating against employees with disabilities. Therefore, municipalities should know the employer's obligations, how to identify reasonable accommodations and review best practices to support employee requests.

Learning Objectives:

- Understand the basic principles of the ADA Title I
- Explore accommodations and workplace expectations
- Determine how to make a reasonable accommodation
- Review how ADA and FMLA can be related

Target Audience: Supervisors, Managers, Human Resources, ADA Coordinators, and any employee involved in the ADA function of the municipality.



Americans with Disabilities Act – Title II: Public Entity Obligations

1 Hour

Title II of the Americans with Disabilities Act prohibits public entities from discriminating against individuals with disabilities. Therefore, municipalities should know how to maintain compliance with ADA laws and protect against grievances, while supporting the needs and requests of the community.

Learning Objectives:

- Identify who is covered under ADA Title II and how they are protected
- Comply with the program accessibility standard for their municipality
- Understand what is required (or not) from a city/village to maintain compliance

Target Audience: Supervisors, Managers, Human Resources, ADA Coordinators, and any employee involved in the ADA function of the municipality.

Cities and Villages MUTUAL INSURANCE COMPANY



Anti-Harassment for Employees: Doing the Right Thing for Everyone

1-1.5 Hours

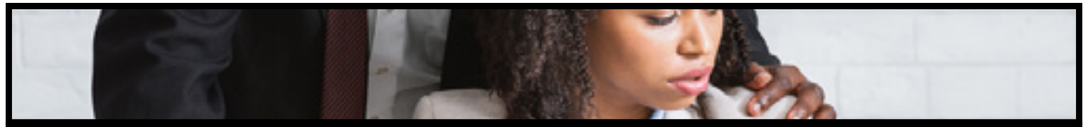
Discriminating against an employee based on a protected class is illegal. Employees require knowledge of what is inappropriate for the workplace, how to report possible issues and an individual's responsibilities.

Learning Objectives:

- Identify behaviors that are unprofessional, prohibited, and illegal
- Define the difference between bullying and harassment, and identify acceptable conduct
- Act per employee responsibilities

Target Audience: All Employees





Anti-Harassment for Supervisors: Leaders Doing the Right Thing for Everyone

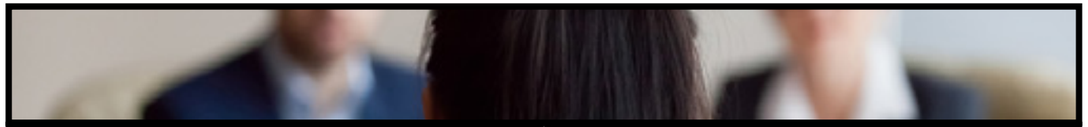
1-1.5 Hours

Discriminating against an employee based on a protected class is illegal. Supervisors require knowledge of what is inappropriate for the workplace, how to report possible issues, how to respond to allegations, and the unique responsibilities of leaders.

Learning Objectives:

- Identify behaviors that are unprofessional, prohibited, and illegal
- Define the difference between bullying and harassment, and identify acceptable conduct
- Act per employee responsibilities
- Outline the supervisor's role in responding to and investigating an incident

Target Audience: Supervisors, Managers, Human Resources, and any employee in a position of authority within an organization.



Customer Service: Creating Satisfied Citizens

1 Hour

Providing excellent customer service is central to the mission of municipal government. Employees require the tools and resources to quickly resolve issues while providing a positive experience to the community we serve.

Learning Objectives:

- Provide great service by practicing the fundamentals
- Identify the role of leadership within municipal customer service

Target Audience: All Employees



Discipline: How to Correct Behavior and Performance

1-1.5 Hours

Employees may violate policy or not meet performance expectations. Leaders address employee behavior differently based on the situation. Leaders must identify the right approach and develop an effective plan to correct employee issues.

Learning Objectives:

- Analyze employee behavior and performance to determine what needs correction
- Resolve under-performance through the correct use of discipline
- Prepare for the performance discussion by scripting
- Follow-up and document the performance improvement process

Target Audience: Supervisors, Managers, Human Resources, and employees that address employee performance.



Diversity, Equity, and Inclusion 101

1.5 Hours

Diversity, Equity, and Inclusion are complex and fast-moving concepts. It may be difficult to know where to start or how to join the DEI conversation. This course reviews foundational terminology and concepts related to DEI.

Learning Objectives:

- Identify why Diversity, Equity, and Inclusion is important for your municipality
- Define DEI and establish basic terminology for the workplace
- Utilize DEI best practices to improve relationships and outcomes

Target Audience: All employees. Please note: your CVMIC EPL Specialist will consult with you on your municipality's DEI efforts prior to scheduling training



Documentation: How and Why to Write it Down

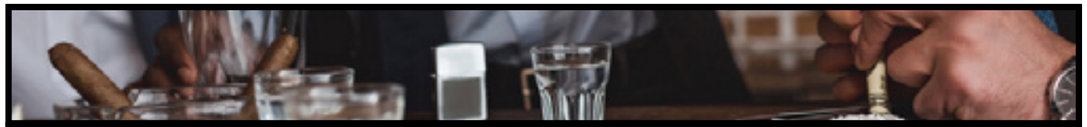
1 Hour

Documentation is one of the most important actions an employer can take to avoid lawsuits, miscommunication, and disagreement. Nearly every employment-related action generates a document, and this process is one of the best defenses against treating employees unfairly.

Learning Objectives:

- Determine the appropriate timing and method of documentation
- Produce accurate, succinct, and factual documentation
- Retain documentation following lawful best-practices

Target Audience: Supervisors, Managers, Human Resources, and employees that create documentation.



Drug & Alcohol Awareness: Maintaining a Safe Workplace

1-1.5 Hours

All employees have a responsibility to maintain a safe work environment free of drugs and alcohol. The law also mandates specific regulations for employees in safety-sensitive roles (i.e. CDL operators). Employees need to understand the expectations and protocols related to drug and alcohol testing, along with the consequences of negative behaviors.

Learning Objectives:

- Analyze the Drug-Free Workplace Act of 1988 and workplace policy
- Understand the unique requirements of CDL Operators and safety-sensitive roles
- Explain what triggers a drug or alcohol test, and the testing procedure
- Identify the employee's role in maintaining a safe work environment

Target Audience: Supervisors, Managers, Human Resources, and all employees.



Drug & Alcohol Testing: Reasonable Suspicion

1-1.5 Hours

Leaders maintain a safe and productive work environment by monitoring the job conduct and behaviors of their employees, and this includes a workplace free of drugs and alcohol. This requires a knowledge of drug and alcohol testing protocols, performance indicators, and what to do if drug and alcohol use is suspected.

Learning Objectives:

- Analyze the Drug-Free Workplace Act of 1988 and workplace policy
- Understand the unique requirements of CDL Operators and safety-sensitive roles
- Identify what triggers a reasonable suspicion drug or alcohol test and procedure
- Execute the reasonable suspicion testing process appropriately and lawfully

Target Audience: Supervisors, Managers, Human Resources, and any employee involved in the reasonable suspicion process.



Fair Employment Cases in Wisconsin: You be the Judge

1.5 Hours

Employment decisions are rarely made in a vacuum, and in Wisconsin, the wrong decision can quickly turn into costly litigation. This engaging, case based training brings Wisconsin employment law to life by examining real employment liability cases decided under the Wisconsin Fair Employment Act and related laws. Participants will step into the role of the decision maker as they review actual Wisconsin cases involving protected categories. Before learning how the courts ruled, attendees are challenged to predict the outcome—just like a judge—based on the facts, documentation, and employer actions.

Learning Objectives:

- Analyze real Wisconsin employment liability cases to identify how facts, documentation, and employer decision-making influence legal outcomes.
- Apply Wisconsin Fair Employment Act principles to common workplace scenarios involving hiring, discipline, accommodations, terminations, and investigations.
- Recognize and mitigate employment law risk by evaluating decisions through the same lens used by judges and enforcement agencies.
- Review the basic principles of the FLSA and what is not regulated
- Implement solutions to common FLSA related issue

Target Audience: Supervisors and Managers and any employees making employment related decisions for the municipality.



Fair Labor Standards Act (FLSA): Paying People Properly

1-1.5 Hours

The Fair Labor Standards Act establishes minimum wage, overtime pay, record-keeping requirements, and youth employment standards. As regulated by the Department of Labor, compliance is mandatory and failure to comply exposes a municipality to major financial risk. Leaders require a working knowledge of the rules and requirements of the law.

Learning Objectives:

- Explore the leader's role in FLSA compliant decision making
- Review the basic principles of the FLSA and what is not regulated
- Implement solutions to common FLSA related issue

Target Audience: Supervisors, Managers, Human Resources, and employees who are responsible for scheduling staff.



Family Medical Leave Act (FMLA): Managing Protected Leaves

1-1.5 Hours

The Family Medical Leave Act entitles eligible employees to take unpaid, job-protected leave for specific family and personal medical reasons. It is important to understand what employees are eligible for and how to accurately manage their eligibility through the year.

Learning Objectives:

- Define eligibility for FMLA
- Explore common reasons an employee takes FMLA
- Analyze the difference between State and Federal benefits and how to track
- Perform the appropriate role of an employee, supervisor, and HR regarding FMLA

Target Audience: Supervisors, Managers, Human Resources, and employees involved in tracking employee attendance.



Feedback & Coaching: Improving Work Performance

1-1.5 Hours

Whether it's positive reinforcement or addressing an issue with an employee, feedback and coaching is an important tool for leaders. To drive real change, leaders require the communication skills that empower and sustain employee performance.

Learning Objectives:

- Analyze different methods of providing feedback
- Coach employees using productive conversation techniques
- Follow-up if employee behavior does not improve

Target Audience: Supervisors, Managers, Human Resources, and employees that provide performance feedback.



Frontline Employees & Child Protection: Keeping Kids Safe from Abuse Day-to-Day

1-1.5 Hours

Municipal employees play an important role in keeping children safe while at playgrounds, swimming pools, recreation centers, libraries, and more. This program reviews the best practices of keeping children safe from physical and sexual abuse.

Learning Objectives:

- Understand the widespread nature of child abuse
- Establish protective measures against abuse
- Implement leadership best practices to keep kids safe

Target Audience: Managers of departments who interact with minors.



Generations in the Workplace: Navigating a Changing Workforce

1 Hour

The demographics of the workplace are changing. Leaders should understand the values and behaviors of different generations to collaborate effectively. Finding common ground and shared preferences help us improve.

Learning Objectives:

- Understand the different generations and core values of each
- Discuss how generational differences show up in the workplace
- Review tips for working across generations

Target Audience: All Employees



HIPAA in the Workplace and Handling Sensitive Information

1.5 Hours

Municipal employees routinely handle sensitive information—but HIPAA does not apply as often as many people think. This practical training clarifies when HIPAA applies, when it does not, and what laws govern sensitive information in municipal workplaces instead. Participants receive a plain-language overview of HIPAA's core principles, including what qualifies as protected health information (PHI), who is covered under the law, and how the HIPAA Privacy Rule applies in government-run health plans, emergency medical services, and ambulance operations. Just as importantly, the course addresses common misconceptions about HIPAA and explains why many workplace confidentiality issues fall outside HIPAA's scope but are still legally protected.

Learning Objectives:

- Understand when HIPAA applies—and when it doesn't: Learn how HIPAA fits into municipal operations and why most workplace confidentiality issues are governed by other laws.
- Reduce risk from improper disclosures: Identify common ways sensitive information is inadvertently shared and how to prevent violations before they occur.
- Strengthen defensible information-handling practices: Gain practical guidance on access controls, document disposal, secure storage, delivery, and employee training across departments.

Target Audience: All Employees who handle sensitive information.



HR 101

2 Hours

It is important for Supervisors to understand how to work most effectively with Human Resources as well as their team. There are many policies, processes, and resources in place for handling employee issues. This program highlights the best practices for many of these policies and processes, while also incorporating processes unique to your municipality.

Learning Objectives:

- Review common employee engagement opportunities and HR's involvement
- Understand the impact of employment laws and municipal policies and practices
- Discuss departmental responsibilities and assistance strategies

Target Audience: Supervisors, Managers, Human Resources



HR EPL 101: What Supervisors Need to Know

1-1.5 Hours

It is important for Supervisors to have a working knowledge of employment laws like the Americans with Disabilities Act (ADA), Family and Medical Leave Act (FMLA), and Fair Labor Standards Act (FLSA). Supervisors should also have an understanding of how to approach questions, requests, and complaints from employees and when to partner with their Human Resources department.

Learning Objectives:

- Understand the protections and eligibility of each employment law
- Outline responsibilities as it relates to each law
- Analyze common examples of employment law
- Act per employee responsibilities

Target Audience: Supervisors, Managers, Human Resources



I-9 & E-Verify: A Comprehensive Guide

1.5 Hours

Ensuring employees are legally authorized to work in the United States is a foundational compliance obligation—and a common source of risk for employers. A comprehensive overview of Form I-9 and the E-Verify system helps employers meet federal requirements. Participants will learn how Form I-9 and E-Verify fit into the hiring process, who is required to complete the forms, and how to properly complete, retain, audit, and respond to inspections in a hands-on and practical environment.

Learning Objectives:

- Build confident compliance: Understand employer responsibilities for Form I-9 and E-Verify, including proper completion, retention, and audit readiness.
- Reduce legal and discrimination risk: Learn how to avoid common mistakes that lead to fines, penalties, and citizenship or national origin discrimination claims.
- Apply practical, real-world solutions: Gain clear, usable guidance for handling inspections, document issues, and verification challenges—especially in resource-limited environments.

Target Audience: Supervisors, Managers, Human Resources, and employees who perform employee onboarding activities.



Implicit Bias: Breaking Through the Stereotype

1.5 Hours

Implicit bias is the automatic assumption that individuals make in any situation. People subconsciously create “mental shortcuts” to interpret information quickly and make decisions. This course will address implicit biases, bring awareness to the implicit bias that we all have, and discuss how we can mitigate that bias in the workplace.

Learning Objectives:

- Understand implicit bias in the workplace
- Identify the implicit biases that we have toward others
- Analyze the impact of implicit biases within our workplaces
- Transform current implicit biases into appropriate workplace behaviors

Target Audience: All employees. Please note: your CVMIC EPL Specialist will consult with you on your municipality’s DEI efforts prior to scheduling training



Internal Investigations: Navigating the Investigation Process

1-1.5 Hours

When an allegation of misconduct occurs in the workplace, leadership must follow up with an effective investigation. Internal investigations tend to be highly sensitive and stressful, and it is important to know how to handle them lawfully and effectively.

Learning Objectives:

- Recognize the fundamentals of investigation and their legal considerations
- Prepare effectively for an investigation
- Identify the fundamentals of evidence and act on them
- Take effective corrective action after an investigation

Target Audience: Supervisors, Managers, Human Resources, and employees involved in conducting investigations.



Interviewing: Asking the Right Questions

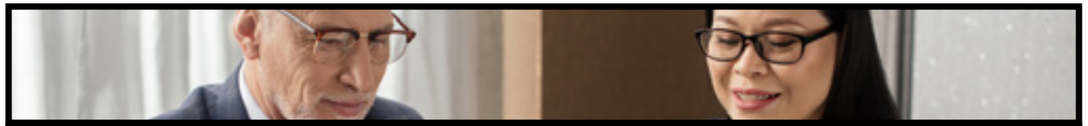
1-1.5 Hours

Interviewing is the most common employee selection method; however, most interviews do not predict successful job performance due to their design and administration. Improper unstructured interviews leave your organization vulnerable. Protect your municipality by providing interviewers the resources to conduct a consistent interview experience for all candidates.

Learning Objectives:

- Prepared to create appropriate and lawful interview questions
- Evaluate interviewee responses effectively
- Execute the components of the hiring assessment process and documentation

Target Audience: Supervisors, Managers, Human Resources, and employees involved in interviewing.



Mentoring & Leadership Development for Protective Services

7 Hours

Formal mentoring programs have overwhelming positive impacts on those involved in mentoring. Mentoring provides a source of engagement and addresses the unique challenges of protective services. Mentors require the tools and resources to implement a successful formal mentoring program. This program will incorporate real-life examples from municipal police and fire departments.

Learning Objectives:

- Define what mentoring is and what it is not
- Understand the importance of a formal mentoring program in protective services
- Implement various methods of mentoring including new hires, peer to peer, reverse, and cascading for newly promoted positions
- Implement a successful mentoring program using a step-by-step guide

Target Audience: All Employees, Supervisors, Managers, Human Resources, and employees involved in mentoring.





Performance Evaluations: Creating Change through Coaching

1-1.5 Hours

The performance evaluation process is one of the most important conversations a leader has with their employees. It may be a difficult and awkward process, but with the right preparation, an employee's performance conversation can be a great way to develop, engage, and retain staff.

Learning Objectives:

- Understand the importance of the performance evaluation process
- Create measurable goals
- Coach and document progress throughout the year
- Create a culture of coaching that enhances the performance evaluation process

Target Audience: Supervisors, Managers, Human Resources, and employees involved in performance evaluations.



Promoting a Positive Workplace through the DEI lens: Civility & Bystander Intervention

1.5 Hours

When practicing what the laws and regulations ask of us in work we also need to remember the DEI space that many of these practices and expectations live in. In this program we will explore what civility and bystander intervention looks like from the DEI relationship.

Learning Objectives:

- Comply with the minimum expectations and legal requirements of workplace behavior
- Diagnose the behaviors that create inappropriate workplace behavior
- Create a positive workplace through civility and bystander intervention

Target Audience: All employees. Please note: your CVMIC EPL Specialist will consult with you on your municipality's DEI efforts prior to scheduling training



Public Records & Open Meetings: Open Government in Wisconsin

1.5 Hours

Open government laws are foundational to public trust—yet they are also a frequent source of confusion and legal exposure for Wisconsin municipalities. Municipal leaders need a practical, plain language overview of Wisconsin's Public Records Law and Open Meetings Law, with a focus on how these statutes apply to day-to-day municipal operations and decision-making.

Learning Objectives:

- Strengthen transparency and trust: Gain a clear understanding of Wisconsin's open government laws and their role in promoting public confidence and accountability.
- Reduce legal and compliance risk: Learn how to properly handle public records requests and conduct meetings in compliance with statutory requirements to avoid complaints, enforcement actions, and penalties.
- Apply practical compliance strategies: Walk away with practical guidance for records retention, redaction, meeting notices, closed sessions, and common problem areas faced by Wisconsin municipalities.

Target Audience: All public sector employees.



Recruitment & Hiring: Providing a Positive Candidate Experience

1-1.5 Hours

Before you begin the hiring process it is important to ensure that leaders are well-versed in recruitment best practices. The hiring team requires the knowledge to provide a positive candidate experience based on effective and lawful practices.

Learning Objectives:

- Understand the laws that have an impact on hiring
- Outline the major steps in a recruitment process
- Share innovative recruitment techniques
- Attract top candidates using hiring best practices

Target Audience: Supervisors, Managers, Human Resources, and employees involved in the hiring process.



Reference Checks: Checking-in on Candidates

1 Hour

Reference checks are a proven way to validate candidates; unfortunately, it is common that job applicants misrepresent themselves. Thankfully, different methods of effective reference checks are available to incorporate into the recruitment process.

Learning Objectives:

- Identify the purpose and methods of reference checks
- Analyze what can be included in a reference check
- Conduct a legal and compliant reference check

Target Audience: Supervisors, Managers, and Human Resources.





Respect & Civility: Preventing Inappropriate Behavior at Work

1 Hour

Organizations that score highly on respect and civility also rate highly in job satisfaction and retention, while reducing the threat of lawsuits and grievances from employees. In fact, the Equal Employment Opportunity Commission reports that civility and respect prevent larger workplace issues. Employees should be aware of how their actions affect others, and what they can do to build respect and effective team culture.

Learning Objectives:

- Define incivility and its impact on workplace culture
- Improve workplace respect and civility by utilizing strategies and tools
- Identify how leaders can create and maintain a respectful workplace

Target Audience: All Employees, Supervisors, Managers, and Human Resources.





Robert's Rules of Order – Parliamentary Procedure for Wisconsin Elected Officials

1.5 Hours

Effective meetings are not just about order, they are about lawful, defensible decision-making. This practical overview is designed specifically for Wisconsin elected officials and explains how Robert's Rules of Order, local ordinances, and state law work together to guide policy discussions and official action. Through real-world examples, this session connects meeting mechanics to the legal and ethical responsibilities of elected officials.

Learning Objectives:

- Understand how proper procedure supports legally sound decision making.
- Learn what actions are (and are not) appropriate during meetings and reduce risk related to agendas, motions, voting, minutes, and closed sessions.
- Gain confidence participating in policy discussions and official action.

Target Audience: Elected and appointed officials who serve as the elected body, or advisory to the elected body.



Stay Interviews

2 Hours

Employee retention is currently an important issue for all employers! A stay interview is a great way to get a pulse on how your employees feel about your organization. It allows employees to reflect on the positive aspects of their work and the organization but may also uncover why you are seeing increased turnover. Uncovering why employees leave, could help develop a targeted retention plan.

Learning Objectives:

- Analyze why employees stay or leave organizations
- Understand and develop successful stay interview strategies
- Practice conducting a stay interview

Target Audience: Supervisors, Managers, Human Resources



Worker's Compensation: The Basics of Effective Claim Management

1 Hour

Employees must follow the appropriate process after an employee is injured. To avoid delays, costs, and confusion it is important to understand the process and the support CVMIC provides to resolve claims.

Learning Objectives:

- Understand the legislation that governs worker's compensation
- Fulfill post-accident claims responsibilities
- Determine if an employee is covered and how to provide medical treatment
- Identify CVMIC's role in the process

Target Audience: Supervisors, Managers, Human Resources, and employees who process claims.



Wrongful Termination: Protecting Your Organization During Separation

1-1.5 Hours

Leadership must be properly prepared for employee separation. Before any decisions and actions are made it is critical to understand the labor laws that impact your organization. Leaders require knowledge of these laws and practices to protect your municipality.

Learning Objectives:

- Recognize what may happen when an employee is terminated
- Define the basics of wrongful termination and common separation issues
- Implement CVMIC recommendations to remain compliant during separation

Target Audience: Supervisors, Managers, Human Resources, and employees involved in the termination process.

Meet CVMIC's HR Advisory Team

Cities and Villages Mutual Insurance Company



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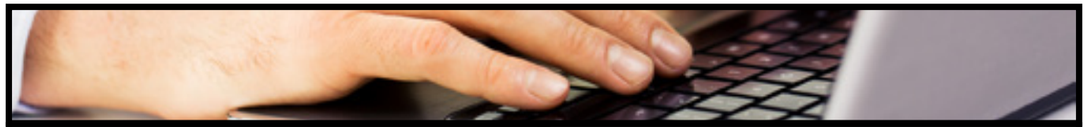


Dani Patton -
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Jen Reinke -
HR Advisor
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Professional Development



Business Writing: A Professional Writing Workshop

1-2 Hours

For many, writing well is very difficult. This writing workshop will improve business writing skills through exploration and practice. At the end of the program, participants will leave armed with steps for effective writing and practice prompts for future follow-up.

Learning Objectives:

- Analyze written communication using the principles of effective writing
- Write more effectively

Target Audience: All employees



Change Management: Managing People to Manage Change

1-2 Hours

To be successful in change management one needs to be successful in people management. The two most important variables in successful change come down to the people involved. Thus, successful change and people management requires tools and resources in order to make lasting change.

Learning Objectives:

- Implement change initiatives via people management

Target Audience: All employees



Civility: Working Together to Get Along

1-2 Hours

Civility is a workplace expectation for most employees; unfortunately, incivility is all too common and leads to many tangible negative outcomes. Employees that report working in a culture of incivility are less likely to be productive, more likely to quit, and are more likely to act against an organization. In order to correct incivility at work, employees require the tools and resources to improve workplace civility.

Learning Objectives:

- Analyze the causes of incivility at work
- Establish a culture of civility at work

Target Audience: All employees



Employee Coaching: Providing Performance Feedback

1-2 Hours

Regular ongoing performance feedback is critical to employee success. How can an employee improve if they do not know what is wrong? How can an employee maintain success if they do not know what is right? To provide effective feedback (i.e. coaching) leaders require a coaching feedback structure, tools, and practice opportunities.

Learning Objectives:

- Provide feedback that is based on behavioral observations
- Utilize a coaching scripting template to improve conversations
- Communicate effectively using a coaching framework

Target Audience: Supervisors, Managers, Department Heads, and any employee responsible for performance improvement.



Conflict Management: Managing team conflict productively

1-2 Hours

Conflict is a natural byproduct of communication and is a sign of healthy dialogue; unfortunately, conflict is often ignored or misunderstood and can lead to negative outcomes. Managing conflict is a difficult thing for any leader to do well, and to be successful a leader needs to understand how conflict works and what tools exist to keep it productive at a high level.
(This program is not conflict intervention or mediation training.)

Learning Objectives:

- Understand the role of conflict in a team
- Transform team conflict from unproductive to productive

Target Audience: Supervisors, Managers, Department Heads



Customer Service: Creating Satisfied Citizens

1-3 Hours

Customer service is an expectation that is often difficult to deliver. Employees must be able to identify what makes customer service successful and be provided the necessary tools and resources to provide it. A customer service framework helps employees develop the skills needed before interacting with the public.

Learning Objectives:

- Identify the fundamentals of great customer service
- Implement a successful customer service training framework
- Provide great customer service

Target Audience: All employees



Discipline: The Supervisor's Role

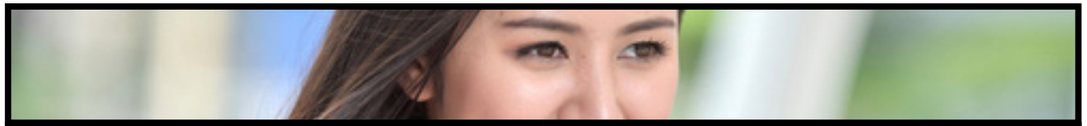
1-2 Hours

Employee discipline is often a misunderstood and under-applied method to correct problem behaviors. Discipline is much more than a suspension, termination, or resignation. In fact, employee discipline is most successful when a leader understands their role in shaping and documenting behaviors from an employee's very first day.

Learning Objectives:

- Understand employee discipline across the employee "life cycle"
- Provide clear, documented, and fair discipline

Target Audience: Supervisors, Managers, Department Heads



Emotional Intelligence: Managing Yourself and Others to Get Things Done

1-2 Hours

Emotional intelligence is important because how people deal with their emotions is an important variable in workplace success. It can be difficult to understand one's emotions and manage them appropriately. It is even more difficult to understand other's emotions and to use that information effectively. Thankfully, emotional intelligence can be developed and leads to much better outcomes for individuals, teams, and organizations.

Learning Objectives:

- Understand the value of emotional intelligence
- Practice strategies to improve emotional intelligence

Target Audience: All employees



Ethics: Doing What's Right When No One Is Looking

1-2 Hours

Ethical expectations are a basic expectation of any job; unfortunately, many organizations only discuss how to act ethically after there has been an ethical violation. Common sense is often uncommon and agreeing on the right ethical decision can be difficult. Leaders help create an ethical culture on the job by providing the tools and resources needed to make appropriate decisions.

Learning Objectives:

- Determine what constitutes an ethical decision
- Create an ethical culture on the job

Target Audience: Supervisors, Managers, Department Heads



Generations: Understanding and Leveraging Generational Differences

1-2 Hours

Generational differences at work are real and may lead to conflict and misunderstanding. Employees are often frustrated or challenged to understand differences in communication, work ethic, technology, and more if it is not their preference. Employees require the knowledge and tools to improve generational differences at work productively.

Learning Objectives:

- Analyze generational differences at work
- Implement successful strategies to better understand and leverage generational differences

Target Audience: All employees



Mindsets: Managing Mindsets for Success

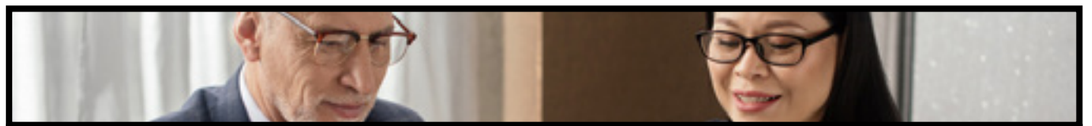
1-2 Hours

How one views the world matters. Do employees view themselves as limited in their skills and unable to improve? Do employees view themselves as open to new experiences and willing to try new things? When one communicates by focusing on creating a growth-mindset it leads to positive outcomes for the individual, team, and organization. This program will help participants be better employees, friends, parents, partners, and much more!

Learning Objectives:

- Define the difference between a growth and fixed mindset
- Communicate growth-mindset focused feedback to improve performance

Target Audience: All employees



Mentoring: Creating a Mentoring Program that Works

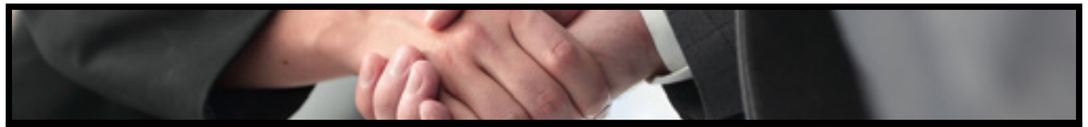
1-2 Hours

Mentoring is often the best way to address sensitive or traumatic issues at work. A formal, or informal, mentoring relationship leads to long lasting benefits for the mentor, mentee, and organization. Unfortunately, many organizations have not created a mentoring program and lack the resources or know-how to do so. An effective mentoring program requires support.

Learning Objectives:

- Detail the benefits of a mentoring program in the workplace
- Prepare a mentoring program in the workplace

Target Audience: Supervisors, Managers, Department Heads, Mentors, and Mentees



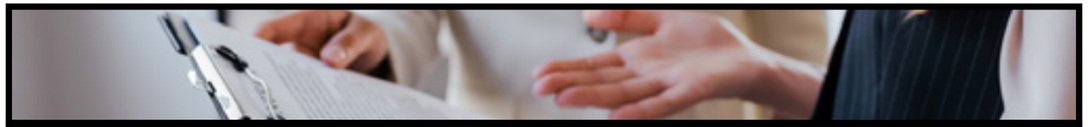
Negotiation: Wielding Influence to Gain Success

1-2 Hours

Every day is filled with negotiation opportunities. The influence that we wield at work is what drives the back-and-forth of informal negotiation. Employees require the skills to negotiate every day in common and uncommon situations.
(This program is not a formal collective bargaining program.)

Learning Objectives:
- Understand the basics and 8-steps of the negotiation process
- Negotiation and influence effectively in the workplace

Target Audience: All employees



Performance Evaluations: Evaluating Talent Fairly and Effectively

2 Hours

Performance evaluations are critical for employee success and the annual performance review is a staple in many organizations. However, the formal performance review process is riddled with errors and issues. Thankfully, the performance improvement process can be improved both formally and informally. Leaders and employees will appreciate a more open, honest, and regularly scheduled performance evaluation culture.

Learning Objectives:
- Understand the problems of the typical formal performance evaluation process
- Conduct effective informal and formal performance evaluations

Target Audience: Supervisors, Managers, Department Heads



Project Management: Putting the Aces in Their Places

2-3 Hours

Planning and implementing large project plans are difficult and expensive. While projects are a challenge, the field of project management has provided many tools and resources that can help transform unwieldy projects to manageable pieces. This program is based on project management best-practices found in the 'Project Management Body of Knowledge'.

Learning Objectives:
- Understand common project management tools
- Execute effective project planning and personnel management

Target Audience: All employees



Public Speaking: Professional Speaking Workshop

2-3 Hours

Public speaking is very difficult. Many otherwise confident and competent employees worry about presenting information in front of groups of people. Public speaking skills can be improved with practice and preparation. To be successful at public speaking employees need the opportunity to practice with their peers and to implement the preparation process. Do not let fear of public speaking hold you back!

Learning Objectives:
- Prepare for public speaking opportunities
- Conduct public speaking presentations effectively via practice

Target Audience: All employees



Social Media: Building Meaningful and Lawful Relationships

1-2 Hours

Social media is everywhere. As a result, communicating with the public has gotten both easier and more difficult. Building a successful social media presence is a great way to communicate and build relationships; unfortunately, due to lack of preparation and understanding many municipalities have increased liability and pitfalls. Social media users require training to be successful and compliant.

Learning Objectives:

- Communicate more effectively via social media
- Comply with municipal social media responsibilities

Target Audience: Social media practitioners.





Stay Interviewing: Why Do Employees Stay

1-2 Hours

The stay interview has been called the most important conversation you will ever have with your employees. All too often, organizations are only paying attention to why employees leave an organization instead of working proactively to identify why employees stay in an organization. As stay interviewing is often an unknown, this program will help provide a framework and template for conducting stay interviews.

Learning Objectives:

- Identify the value of stay interviewing as part of ongoing employee communication
- Conduct effective stay interviewing formally and informally

Target Audience: Supervisors, Managers, Department Heads, Human Resources



Strategic Planning: Charting Out the Future

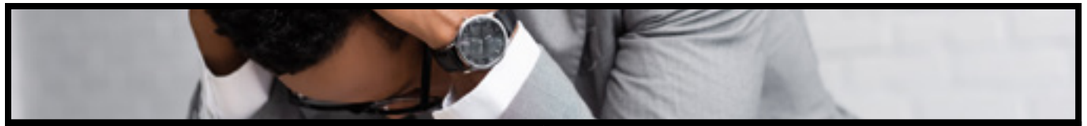
2-3 Hours

Big-picture, strategic thinking is difficult to do. Many employees are conditioned to identify and solve problems quickly and effectively; unfortunately, a lack of creative or new thinking can lead to long-term stagnation and inefficiencies. To be successful in strategic planning leaders require a framework and resources to understand what is expected for everyone involved.

Learning Objectives:

- Identify the value of strategic planning in municipal government
- Implement a successful strategic planning process

Target Audience: Managers, Department Heads, Administration



Stress Management: Making Stress Work for You

1-2 Hours

Most people report being stressed with their work and the pressures of their job. Unfortunately, our understanding of work-related stress leads to negative outcomes. The new science of stress tells shows us that stress is not the negative challenge we may have believed. Transforming your understanding of stress will lead to better outcomes for your career and might just help save your life!

Learning Objectives:

- Transform the understanding of stress
- Develop strategies to enhance the meaning and understanding of stress

Target Audience: All employees





Succession Planning: Staying Ahead of the Game

2-3 Hours

Staffing for the future is an important responsibility in the present. It is challenging to find the right person, for the right job, at the right time. Succession planning helps create pools of candidates that are ready for jobs as they develop over time. While succession planning requires a shift in thinking and resource allocation, the long-term succession planning gains are worth the short-term costs.

Learning Objectives:

- Understand the value of succession planning
- Implement a dynamic nine-step workplace succession plan

Target Audience: Managers, Department Heads, HR, Administration



Supervisor Transition: From the Bud to the Boss

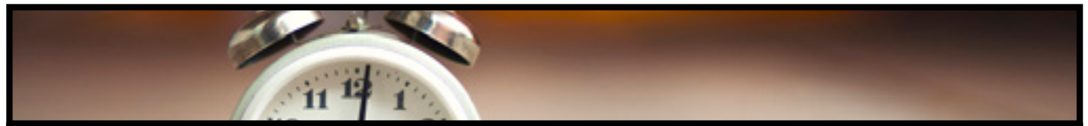
2-4 Hours

The transition from individual contributor to supervisor is one of the hardest career changes an individual will make. Being the “boss” brings changes to relationships, power dynamics, communication expectations, and much, much more. This program challenges participants to explore the do’s and don’ts of being a new boss through open discussion and best practices.

Learning Objectives:

- Explore the difference between being an individual contributor and a supervisor
- Practice techniques that lead to effective supervision of others

Target Audience: New supervisors, existing leaders, and employees looking to take on leadership roles in the future; Human Resources



Time Management: Making Time Work For You

1-2 Hours

There will never be enough time to get all your work done; however, there will always be enough time to get the work that needs to be done. Unfortunately, time at work seems fleeting and there are many days where one wonders if they got anything done at all. Time management resources and processes help make the most of the time available to employees.

Learning Objectives:

- Understand common time management challenges
- Utilize time management tools to improve the quality of time spent at work

Target Audience: All employees



Training: Developing Employee Success

2-3 Hours

The average employee spends just 2% of their time on self-development. Employee training is an important part of developing success and requires thoughtful preparation and facilitation. This program will help provide the theory and practice to make workplace training a success.

Learning Objectives:

- Build successful learning events by understanding adult learning principles
- Facilitate training using adult learning best-practices

Target Audience: Supervisors, Managers, Department Heads, Trainers

Meet CVMIC's Member Engagement Manager!

Cities and Villages MUTUAL INSURANCE COMPANY



Andrew Taylor -
Member Engagement Manager
andrewt@cvmic.com



Safety & Risk Management



Accident Analysis: Conducting Effective Accident Investigations

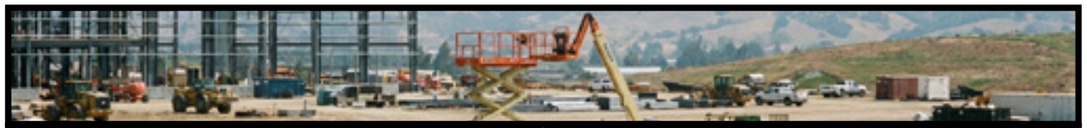
1-2 Hours

Leaders keep employees safe by investigating workplace accidents and knowing why accidents occur, how to identify root causes, and how to develop effective corrective actions to prevent recurrence. A structured, non blame approach that supports continuous improvement and a strong safety culture is included as part of this program.

Learning Objectives:

- Improve Accident Investigation Skills
- Identify Root Causes
- Develop Effective Corrective Actions

Target Audience: Managers and supervisors who are responsible for investigating workplace injuries.



Aerial Lift Training: Safe Use of Scissors Lifts and Boom Lifts (Aerial Platforms)

1-2 Hours

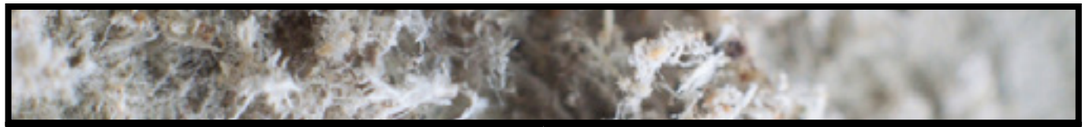
A scissors lift and/or a boom lift can be dangerous. Employees reduce safety risk by identifying and avoiding common hazards found when operating an aerial platform, completing a pre-use inspection of the lift, using the correct PPE, and lowering a lift in cases of failure or emergencies. An evaluation of the use of the equipment is part of this program.

Learning Objectives:

- Complete a pre shift inspection
- Use the proper PPE including harness and lanyard, as appropriate
- Identify hazards in the area
- Use the lower controls (emergency operations)

Target Audience: Aerial Lift operators and personnel who manage these operators.

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Asbestos Exposure: Identifying the Dangers

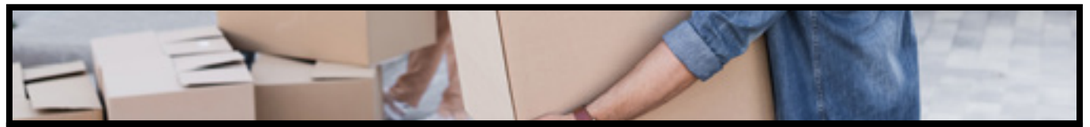
1 Hour

Asbestos can lurk in pipe insulation, floor tiles, mastics, and other common building materials. Identifying asbestos containing materials (ACMs) in your workplace is critical. After identification, monitoring and safety practices can be implemented to safeguard against unanticipated exposure to ACMs which can be deadly.

Learning Objectives:

- Identify the health effects of asbestos exposure
- Apply engineering controls, procedures, and practices to limit exposure
- Describe the required medical surveillance
- Comply with the OSHA asbestos standard (29 CFR 1910.1001), including appendices

Target Audience: Custodial, Facilities, Mechanics, or anyone exposed to airborne concentrations of asbestos at or above the Permissible Exposure Limit (PEL) and/or excursion limit per OSHA 29 CFR 1910.1001.



Back Safety: Keep Safe Lifting a Priority

30 - 60 Mins

According to the Bureau of Labor Statistics (BLS), more than 1 million employees experience back injuries each year and 75% of back injuries occurred while performing lifting tasks. Lower back pain is the most common reason for missed work and results in 25% of worker's compensation liability claims. Therefore, proper employee lifting techniques, preparation, and personal protective equipment are critical in maintaining back safety.

Learning Objectives:

- Perform proper lifting techniques
- Plan, prepare and analyze before lifting
- Apply ergonomics, ergonomic equipment, and lift assists
- Detail the importance of proper PPE in preventing lifting injuries

Target Audience: Employees, Supervisors, Managers, and anyone who lifts.



Behavior-Based Safety: How to Implement a Successful Program

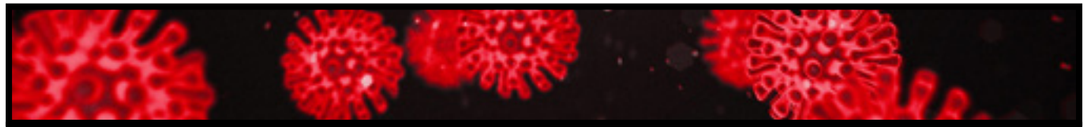
30 - 60 Mins

Risk is in everything we do; however, we can reduce risk by changing our behaviors. Most workplace accidents and incidents are the result of unsafe acts, not unsafe conditions. Focusing on these human factors can prevent workplace injuries.

Learning Objectives:

- Understand how human factors lead to critical errors
- Replace unconscious unsafe behavior with automatic safe habits
- Transform safety culture by identifying behavioral safety responsibility

Target Audience: Employees, Supervisors, and Managers.



Bloodborne Pathogens: Identifying Risk and Preventing Transmission

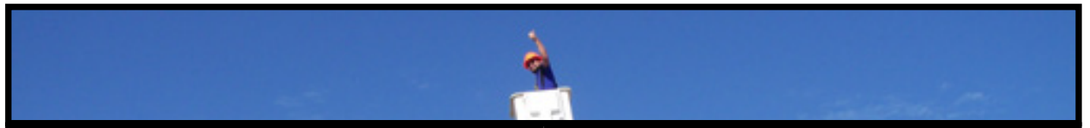
30 - 60 Mins

Bloodborne pathogen exposure is a serious health risk and employees require the tools needed to mitigate the risk. Employees can properly protect themselves by learning what bloodborne pathogens are and how they are exposed to them.

Learning Objectives:

- Identify common workplace bloodborne pathogens
- Utilize appropriate control measures
- Perform a proper spill clean-up procedure
- Comply with the training elements outlined in 29 CFR 1910.1030

Target Audience: Employees with occupational exposure to blood or other potentially infectious materials.



Bucket Truck Safety: Understanding Safe Operation Inspection Requirements

1.5-3 Hours

Operating an aerial lift, or more commonly known as a bucket truck, can be a very dangerous activity. This training will help employees understand all the components that go into the safe operation of their bucket truck. Employees will also be given the chance to operate their bucket truck.

Learning Objectives:

- Explain all safety rules and regulations
- Demonstrate a proper pre-flight inspection
- Understand safe operation practices

Target Audience: DPW employees, parks/forestry employees, and anyone who works around or operates a bucket truck.



Chainsaw Safety: The Basics of Chainsaw Operation

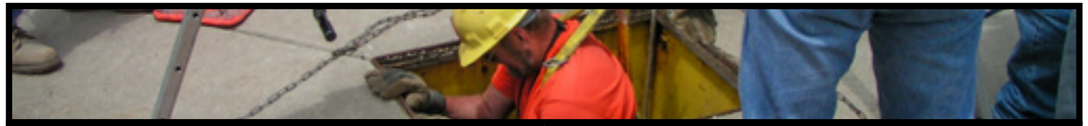
4-8 Hours

Chainsaws are useful and dangerous tools. Chainsaws can cause serious harm if used improperly or unsafely. A specialized trainer will highlight the safe use of chainsaws and proper personal protective equipment via hands-on field exercises.

Learning Objectives:

- Identify proper chainsaw equipment, maintenance, and techniques
- Utilize required personal protective equipment
- Practice proper starting and operation of a chainsaw and safeguards
- Practice proper pruning and felling techniques

Target Audience: Park, Recreation, and Forestry, Public Works, Utility Personnel, and employees required to use a chainsaw.



Confined Space Entry: Understanding Hazards and Making Safe Entry

1-4 Hours

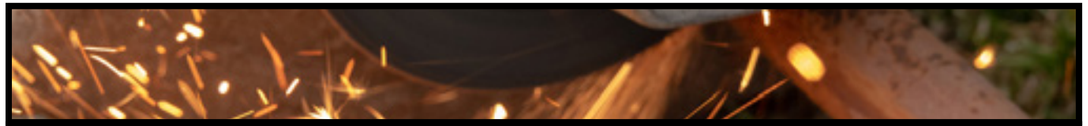
If an employee fails to take the proper steps in entering a confined space, the result can be deadly. Therefore, employees require the necessary information and skill to enter and exit confined spaces safely.

Learning Objectives:

- Identify confined space classification and hazards
- Detail the roles and responsibilities of the entrant, attendant, and entry supervisor
- Demonstrate correct entry process including permitting, air monitoring, ventilation, and non-entry rescue
- Comply with the training requirements outlined in 29 CFR 1910.146

Target Audience: DPW, Water/Wastewater, Inspectors, Bridge Tenders, and employees who may enter a confined space.





Cut-Off Saw: Basics of Operation and Safety

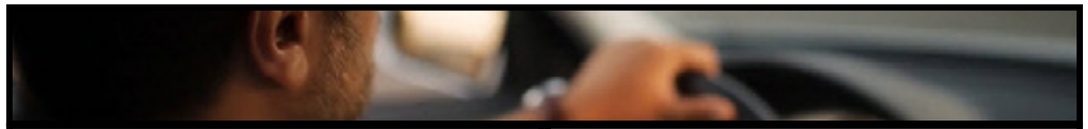
2-3 Hours

Cut-off saws are common, and without proper training, employees may not understand the risks associated with using them. A specialized trainer will highlight the basic safe use of cut-off saws and the importance of wearing proper personal protective equipment each time the saw is used.

Learning Objectives:

- Identify proper cut-off saw equipment, maintenance, and techniques
- Utilize required personal protective equipment
- Practice proper starting, fueling, and operation of a cut-off saw and safeguards

Target Audience: Public Works, Utility, or employees required to use a cut-off saw.



Defensive Driving: Basic Habits of a Defensive Driver

1-2 Hours

Driving is a leading cause of work-related fatality. Drivers need to be equipped with the required strategies to avoid becoming a statistic. Employees may not be able to control others on the road, but they can control their attitude, habits, and demeanor while behind the wheel.

Learning Objectives:

- Recognize a “defensive driver”
- Detail the benefits of defensive driving and the negative impact of vehicle accidents
- Utilize basic defensive driving habits like inspections, visual screening, positioning, and more

Target Audience: Any employee who drives.



Excavation Safety: Preventing A Tragic Collapse

1-2 Hours

Municipal employees regularly perform work in trenches and excavations. Wisconsin regulations require employees to be trained on excavations and trenches before exposure in the workplace. Employees need to know how to properly select, install, and ensure adequate protection when working in a trench or excavation.

Learning Objectives:

- Identify and eliminate common excavation and trench hazards
- Slope, shield (trench box), and shore against trench collapse
- Select, use and install appropriate cave-in protection for excavation and trench work
- Comply with 29 CFS 1926.650-652

Target Audience: DPW, Water/Wastewater, and heavy equipment operators.



Fall Protection: The Basics & Fundamentals to Prevent Falls

30 Mins - 2 Hours

By law, employers are required to combat workplace hazards. This means employers must take safety measures to prevent employees from falling off or falling through surfaces. Before employees are exposed to any fall hazard, they need to receive training for working at heights.

Learning Objectives:

- Detect workplace fall hazards and apply the required safety procedures to minimize hazards
- Apply fall protections system(s) and equipment
- Store and inspect equipment as specified by the manufacturer

Target Audience: Any employee expected to work at heights where there is a risk to fall from or through surfaces.



Fire Extinguisher Use: Protecting People and Property

30 - 60 Mins

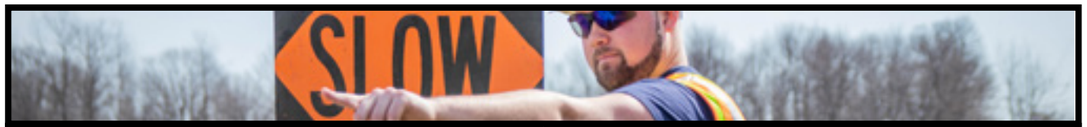
Portable fire extinguishers can be used safely and effectively in the early stages of a fire. Employees should be able to classify fire and extinguisher types, know inspection basics, and evaluate if it is safe to fight a fire or to evacuate.

Learning Objectives:

- Determine when it is appropriate to use a fire extinguisher
- Operate a fire extinguisher properly using the PASS system
- Explain the proper procedure for using a fire extinguisher

Target Audience: City/Village Hall employees, DPW employees, water/wastewater employees, library staff, or anyone who has the potential to use a fire extinguisher.





Flagger Safety

1-4 Hours

Directing traffic through work zones can be dangerous. By using standardized procedures, signals and signage compliant with both OSHA/DSPS and MUTCD Standards, employees can complete their work safely. This training program can meet Wisconsin DOT flagger requirements; additional testing and training may be necessary for certification.

Learning Objectives:

- Understand the requirements for personal protective equipment
- Demonstrate proper advance warning sign placement for flagging
- Demonstrate proper flagging techniques for all work zone scenarios and traffic conditions

Target Audience: Department of Public Works, Streets Department, Municipal employees involved in work zone traffic control and flagging operations.



Flammable & Combustible Liquids: Don't Add Fuel To The Fire

30 - 60 Mins

Improperly stored flammable and combustible liquids can pose a serious risk to municipal buildings and occupants. Employees require the knowledge to properly identify and store flammable and combustible liquids.

Learning Objectives:

- Identify the hazards of flammable and combustible liquids
- Store flammable and combustible liquids in appropriate containers
- Detect improperly stored flammable and combustible liquids

Target Audience: DPW, Water/Wastewater, Maintenance, Fleet, Mechanics, and employees working with or near flammable or combustible liquids.



Forklift Safety: Train-the-Trainer

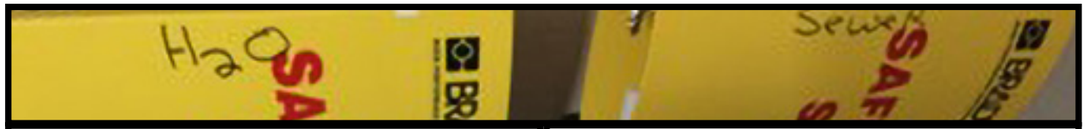
1-3 Hours

Experienced forklift operators, supervisors, and others can effectively train, evaluate, and certify powered industrial truck (PIT) operators in accordance with OSHA/DSPS requirements. Participants will gain the knowledge, skills, and instructional techniques necessary to deliver compliant classroom and hands-on forklift training within their municipality.

Learning Objectives:

- Describe OSHA forklift training and evaluation requirements.
- Explain the roles and responsibilities of a qualified forklift trainer.
- Deliver effective classroom and hands-on forklift operator training.

Target Audience: Anyone who wants to become an internal "trainer" for forklift operation in their municipality.



Hazard Communication: Understanding Hazardous Chemicals in the Workplace

30 - 60 Mins

Understanding hazardous chemicals in the workplace is critical to ensure employee health and safety. Employees should be able to identify the chemicals in their workplace and obtain all the necessary information to keep them safe.

Learning Objectives:

- Detail the requirements of the "Right to Know" the law
- Protect against exposure by identifying hazardous chemical labels
- Locate and interpret Safety Data Sheets (SDSs)
- Comply with the training requirements outlined in 29 CFR 1910.1200

Target Audience: All Employees



Hearing Conservation: The Silent Hazard

30 - 60 Mins

Loud noise can cause long-lasting damage if proper protection is not provided and worn. Wisconsin requires annual training for municipal employees on the hazards of noise. Prevent hearing loss and long-term damage by learning how hearing works, the different types of hearing protection, and how to properly wear hearing protection.

Learning Objectives:

- Learn how noise can affect employees professionally and personally
- Explain the importance of annual audiometric testing and the steps to prevent hearing loss
- Select the best hearing protection based on need
- Comply with the training requirements outlined in 29 CFR 1910.95

Target Audience: Police, Fire, Heavy Equipment Operators, DPW, Maintenance, and employees exposed to greater than 85 decibels over a time-weighted average of eight Hours.



Ladder Safety: The Proper Care and Use of Ladders

30 - 60 Mins

Although ladders are easy to use, they are often misused, causing injuries and even death. Employees should understand the different types of ladders and how to use and care for them correctly.

Learning Objectives:

- Identify ladder components by type, duty rating, label, and material
- Perform ladder care, maintenance, and inspections
- Use a ladder safely by following safety rules and guidelines

Target Audience: DPW, Water/Wastewater, Park, Library, Maintenance, and any employee who uses a ladder.



Lead Safety: Weighted Safety Requirements

30 - 60 Mins

Lead is a poison and Wisconsin requires annual training if a workplace has a potential lead exposure. Employees must be informed of lead hazards and taught how to take proper action to protect against potential workplace lead exposure.

Learning Objectives:

- Identify workplace lead exposures and the long-term effect of lead on the body
- Implement proper hierarchy of controls to reduce and control lead exposure
- Comply with 29 CFR 1910.1025 and the contents of Appendix A and B.

Target Audience: Police, Firing Range, Water Utility, and any employee that works with or is exposed to lead.



Lockout/Tagout: Do Not Let Energy Control You!

30 - 60 Mins

Exposure to hazardous energy can cause serious injury or even death. Employees require the knowledge to ensure equipment has been isolated from hazardous energy. This program will include a review of a municipality's energy control procedures.

Learning Objectives:

- Identify hazardous energy sources on equipment before use
- Utilize energy-isolating devices
- Perform the steps required to properly shut down and lockout equipment
- Comply with the requirements of 29 CFR 1910.147

Target Audience: DPW, Water/Wastewater, Maintenance, Fleet, and Mechanics.



Machine Guarding and Hand & Portable Tool Safety: Handling the Dangers

30 - 60 Mins

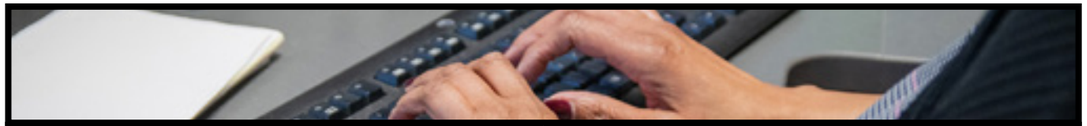
Machine guarding historically has been in OSHA's top 10 cited standards. Understanding the hazards employees face while working with these potentially dangerous tools ensures safety. Properly using hand and power tools, including machine guarding, protects employees from possible injury.

Learning Objectives:

- Identify the hazards faced when working with hand and power tools
- Recognize the different types of guarding available for machinery
- Prevent injuries when working with machinery and tools

Target Audience: Maintenance, Public Works, Water Treatment, Janitorial, Fire, Parks and Recreation, and employees that work with tools and machinery.





Office Ergonomics: Setting Up Your Computer Workstation Properly

30 - 60 Mins

An ergonomically correct workstation reduces muscle discomfort and improves productivity. Adjustments and changes can be made to correct a workstation and improve employee safety. Individual workstation evaluations are available upon request.

Learning Objectives:

- Understand ergonomics and the benefits
- Recognize an ergonomically correct workstation
- Evaluate their workstation and make appropriate adjustments

Target Audience: Dispatchers, Library, City/Village Hall, and employees who use a computer.

OSHA®

OSHA 300: To Record or Not to Record?

1-1.5 Hours

Determining if an injury is recordable can be a difficult task. By analyzing real-life case studies, employees can determine the application and responsibility of filling out and posting the OSHA 300 log.

Learning Objectives:

- Determine if an injury or illness is recordable
- Fill out the OSHA 300 log
- Comply with the requirements outlined in 29 CFR 1910.1904

Target Audience: Safety Coordinators, Safety Managers, Safety Committee, Worker Compensation, Human Resources, and any employee responsible for maintaining the OSHA 300 logs.



Park & Playground Inspections: Swinging into Safety

3-6 Hours

Public parks and playgrounds are a great benefit to the community, but an injury can result in negative publicity or lawsuits. The US Consumer Products Safety Commission Guidelines and the ASTM Standard for Public Use Playgrounds provide the proper instructions to maintain playground equipment. A Hands-On inspection of a local playground is included as part of this program.

Learning Objectives:

- Identify hazards found in public parks and playgrounds
- Conduct effective park and playground inspections
- Utilize proper tools and gauges for identifying park and playground hazards

Target Audience: Park & Playground, and employees required to maintain playground equipment.



Personal Protective Equipment (PPE): The Last Line of Defense

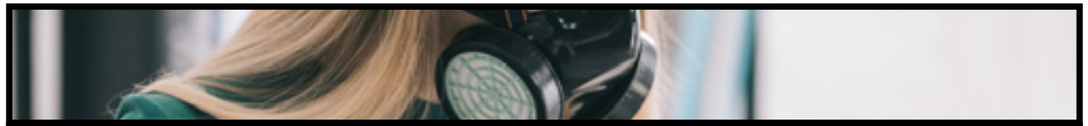
30 - 60 Mins

PPE is the last line of defense for protecting employees from hazards in the workplace. Employees require an understanding of the proper selection, fit, inspection, and maintenance of PPE.

Learning Objectives:

- Identify hazards in the workplace that require the use of PPE
- Inspect and maintain PPE
- Wear PPE properly when conducting hazardous tasks or when required
- Comply with the requirements outlined in 29 CFR 1910.132-138

Target Audience: DPW, Water/Wastewater, Parks & Recreation, Seasonal, Fleet, Mechanics, and any employee required to wear PPE.



Respiratory Protection: A Breath of Fresh Air!

30 - 60 Mins

Respiratory protection may be necessary to protect employees from exposures. Wisconsin requires employees that wear respirators to be trained on an annual basis. Employees require the understanding of the unique respirators used in their workplace, and the knowledge of how respirators work, the potential hazards, medical evaluation requirements, and requirements for fit testing.

Learning Objectives:

- Select and use respiratory protection properly
- Perform a respiratory protection process including medical evaluations, fit testing, maintenance, cleaning, seal checks, and storage
- Comply with the requirements outlined in 29 CFR 1910.13

Target Audience: Maintenance, Public Works, Water Treatment, Fire and Rescue, and employees that wear a respirator.



Safe Forklift Operation: Protecting Operators and Pedestrians

1-4 Hours

Forklifts are commonly operated within municipalities, and operators require the knowledge to safely use a forklift in a challenging work environment. A hands-on evaluation is conducted for each forklift operator as part of this program.

Learning Objectives:

- Operate forklifts per OSHA and municipal requirements
- Prevent a forklift from tipping by using the “Stability Triangle”
- Inspect forklifts before use and identify hazards
- Comply with the training requirements outlined in 29 CFR 1910.178

Target Audience: DPW, Water/Wastewater, Parks & Recreation, Fleet, Mechanics, and employees required to operate a forklift.



Safety Committees: Creating and Using The Safety Team

1 Hour

Municipal government often decentralizes safety duties, and this poses a challenge to promoting safety, building a safety culture, and correcting safety issues. Properly established safety committees can energize an organization and positively influence the workplace safety culture.

Learning Objectives:

- Detail the advantages of an effective safety team or committee
- Communicate a positive and energizing safety message
- Utilize an internal safety committee by implementing practical approaches to facilitating a safety team or committee

Target Audience: Any organization or employee interested in starting a safety team or re-energizing an existing one.





Seasonal Employee Safety: Keeping Seasonal Employees Safe and Healthy

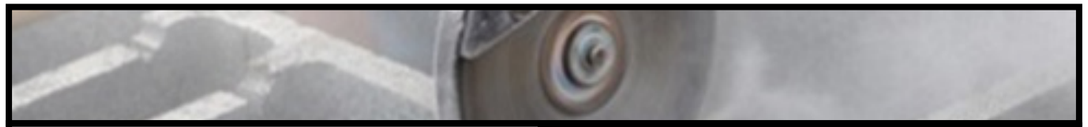
2-3 Hours

Although seasonal employees are only around for a few months, it is still just as important to keep them safe on the job. By utilizing a wide variety of approaches to keep seasonal employees everyone can enjoy the Summer. Topics will vary depending on the department.

Learning Objectives:

- Identify common seasonal employment hazards
- Apply safe work practices
- Perform all job duties safely and efficiently

Target Audience: Seasonal Employees



Silica Safety: What You Can't See Can Hurt You

1-2 Hours

Inhaling silica dust by cutting or grinding concrete, block, brick, or other materials that contain crystalline silica can present a significant long-term risk to employee health. These exposures are common in construction and must be properly managed and controlled.

Learning Objectives:

- Recognize the health hazards associated with exposure to respirable crystalline silica
- Identify specific workplace tasks that may result in exposure to respirable crystalline silica
- Implement specific measures to protect employees from exposure to respirable crystalline silica, including engineering controls, work practices, and PPE
- Comply with the requirements of 29 CFR 1926.1153

Target Audience: Public Works, Utility, or any employee exposed over the established action level for airborne silica established by 29 CFR 1926.1153.



Slips, Trips, and Falls: Taking steps to prevent injuries

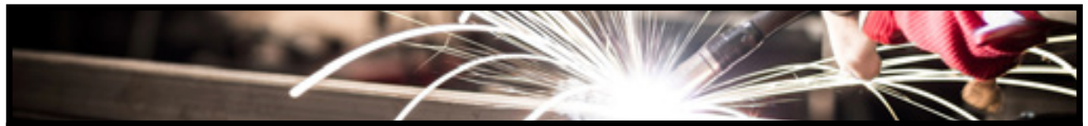
30 - 60 Mins

Slip, trip and fall hazards are the number three cause of all injuries in the United States. Employees need to be able to recognize the slip, trip, and fall hazards they may face every day. Participants will be able to recognize these hazards and how to control and eliminate them by using hands-on activities and group exercises.

Learning Objectives:

- Recognize common causes of slips, trips and falls
- Understand the costs of injuries
- Control and/or eliminate slip, trip, fall hazards

Target Audience: All employees.



Welding & Hot Work Safety: Working Safely When Sparks Fly

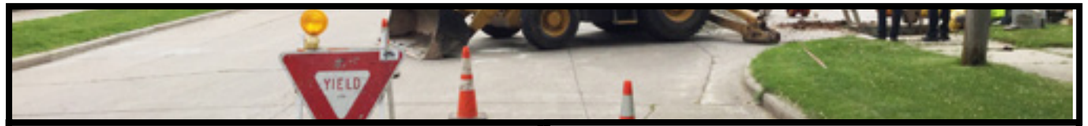
30 - 60 Mins

This course provides an overview of the hazards associated with welding, cutting, brazing, grinding, and other hot work operations. Participants will learn how to recognize fire, explosion, electrical, respiratory, and burn hazards; select appropriate protective measures; and follow safe hot work practices. The course also reviews hot work permits, fire watches, personal protective equipment, ventilation, cylinder handling, and post-work monitoring.

Learning Objectives:

- Recognize common welding/hot-work hazards at work
- Apply practical controls (Setup, PPE, Ventilation, Housekeeping)
- Use of hot work permits outside designated areas
- Understand and apply fire watch duties

Target Audience: Municipal employees who perform, supervise, or oversee welding, cutting, brazing, soldering, torch work, grinding, or other hot work activities, as well as employees assigned to serve as fire watches during these operations.



Work Zone (MUTCD) Traffic Safety: Beyond Cones and Barrels

1-4 Hours

Roadway workers have a 66% greater chance of injury than the average municipal employee. The Federal Highway Administration's MUTCD guidelines provide employees the opportunity to prepare for the hazards of roadway work zone by utilizing hands-on activities and classroom education.

Learning Objectives:

- Identify the fundamentals of work zone safety and maintain roadside safety
- Set up work zones safely using flaggers, lane closures, and detours
- Establish clear and positive plans for temporary traffic control zones

Target Audience: Maintenance, Utility, Construction, Inspectors, Survey, and employees in or near roadways or roadway rights-of-way.



Meet CVMIC's Safety & Risk Management Team



Fred Krablean -
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Jeff Schlueter -
Protective Services Risk Specialist
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Ben Hoverson -
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What Members are Saying about CVMIC Training:

Cities and Villages MUTUAL INSURANCE COMPANY

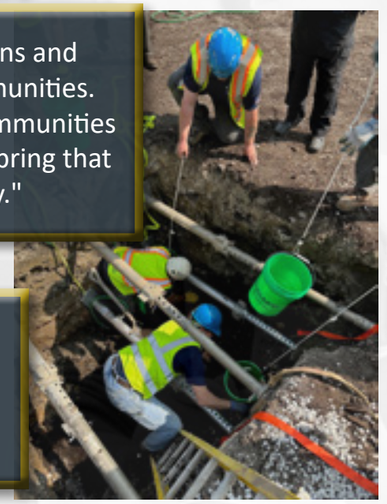
"I always enjoy the scenarios that allow the topic to be put into the real-world work environment."



"Everyone comes from a different background and perspective, and having that discussion makes me think deeper on that subject."



"Loved the breakout sessions and discussions with other communities. It's nice to hear how other communities are doing things so that I can bring that back to my community."



"The entire training was very interesting and very helpful. It resonated with me 100%! This definitely should be a recommended training for everyone."



"I always learn something that helps with my job."



Distance Learning

CVMIC members have access to Coastalflix, an online video streaming service to meet your on-demand training needs! Whether you are looking to spice up your toolbox talks or train an entire department this resource is for you. Available when you need it and at no additional cost to members.

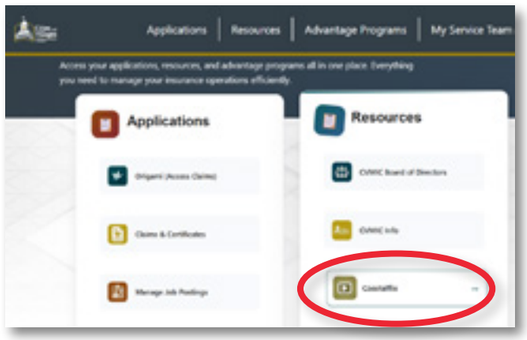
CVMIC members have access to over 100 Safety, Human Resources/Soft Skills, and Microlearning training. It has never been easier to find relevant, concise, and high-quality training when you need it!

Where Can I Find These Videos?
The videos are accessible once logged in to the CVMIC member portal.
CVMIC has created 3 playlists to suit your training needs:

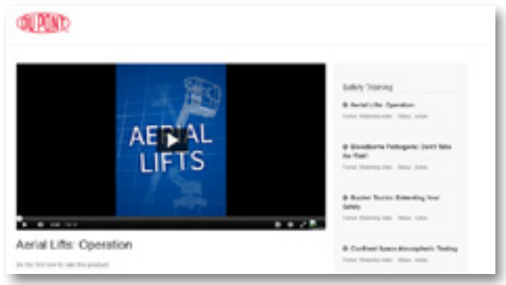
Safety, HR/Soft Skills, & Microlearning



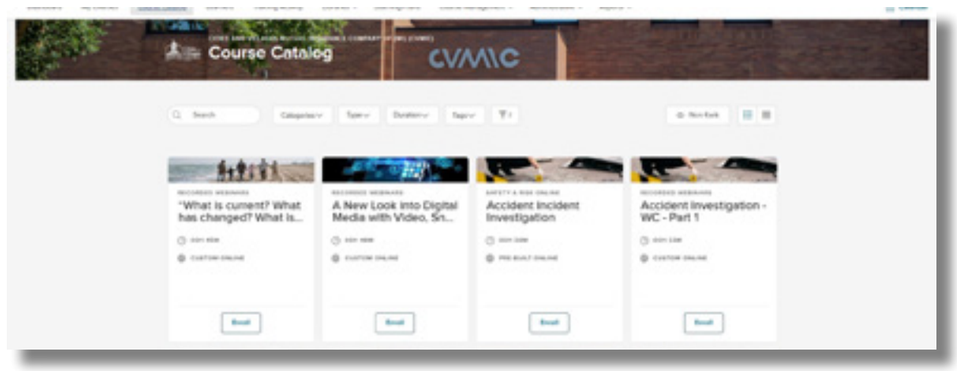
1. MEMBER PORTAL — Login to the CVMIC Member Portal.

2. 

Click on the Coastalflix icon and then the video category to access the playlist.

3. 

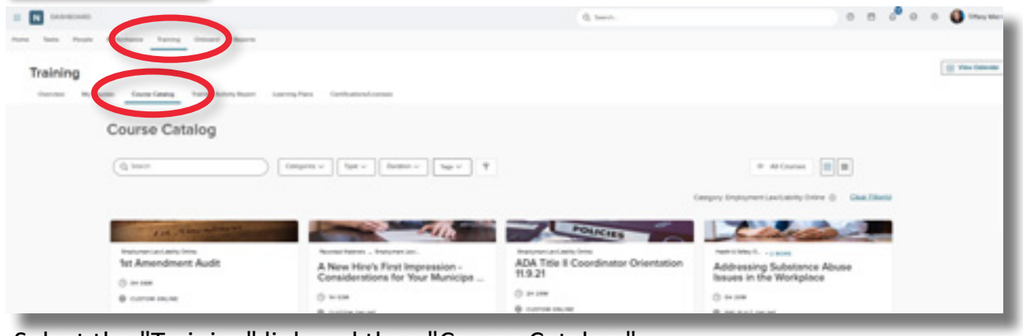
Scroll down the right side of the page to find all video titles.



CVMIC has 350+ eLearnings and 100+ Recorded Webinars. These trainings are available 24/7 in the NeoGov Learn system. To access these online trainings:

1. 

Log into Learn.
(If you do not know your NeoGov Username/Password, contact your municipality's HR Admin or Tiffany Wier at tiffanyw@cvmic.com.)

2. 

Select the "Training" link and then "Course Catalog."

Use the "Search" field or Categories filter to search for the training you wish to take and then select the "Enroll" button.

Pro Tip: Keyword search "Learn" to bring up instructionals on how to use more advanced features in Learn.

CVMIC strives to connect with our members wherever and whenever it is most convenient!

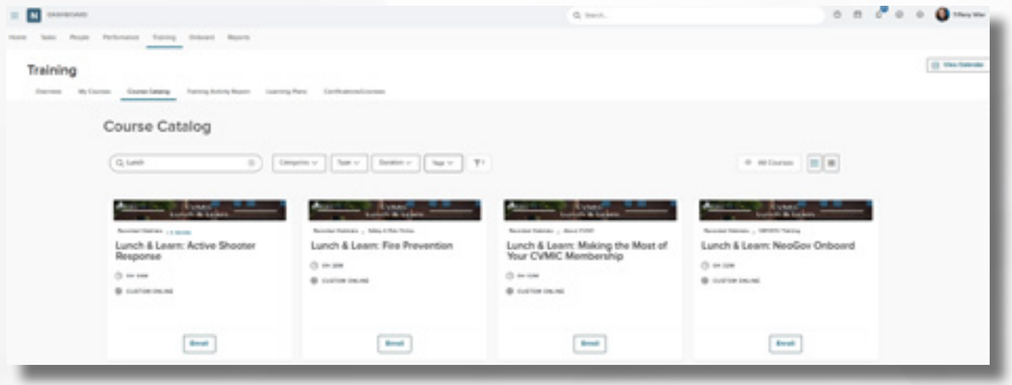
Experience the CVMIC Difference

New to CVMIC? Unsure of how the CVMIC partnership works? What is CVMIC anyway? Join us for an interactive opportunity to learn more, ask questions, and interact with others.



Lunch and Learns

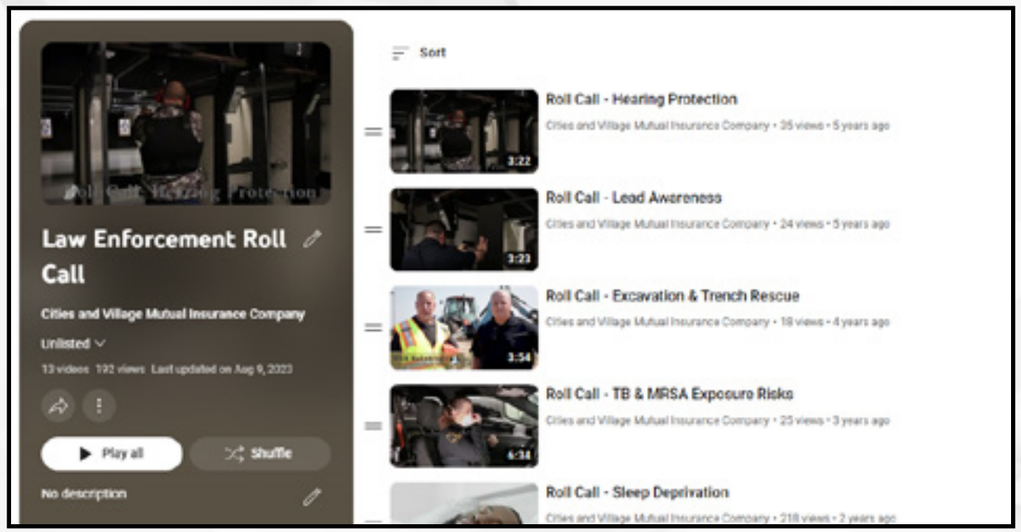
Short 15-30 minute presentations of interest done virtually to provide the information you need quickly. Participate live via zoom OR listen to the recording in Learn!
Keyword search: Lunch



Roll Calls

Short engaging videos to be used to train specific departments on an important topic. Intended to be short and impactful.

Law Enforcement:



Fire & EMS:

