



RMD Launches New Agency Employment Claims Loss Prevention Tool

To help agencies renew or enhance efforts to prevent employment claims and reverse the current trend, RMD unveils a new loss prevention tool—a 25-minute DVD video, **Wake-Up Call: Managers Meeting the Challenge**. Developed with an agency focus group and targeted for use by managers and supervisors, the video provides a general loss prevention message that can augment (not replace) existing agency employment training. It consists of fictional vignettes showing supervisors responding to typical employment situations, a more detailed story of one supervisor who successfully resolved a workplace conflict, and a brief message from the Governor. An accompanying user guide and one-page hand-out summarizing tips from a scene in the video are downloadable from the video web link.

VIDEO DISTRIBUTION

A DVD copy of the video is being mailed to most state agencies (including all universities and community colleges). In addition, the video is accessible to all agencies by:

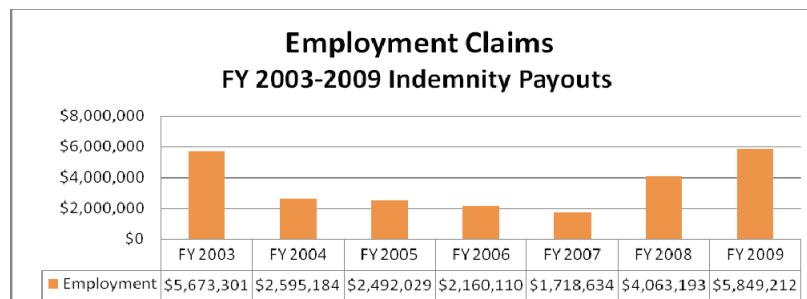
- Streaming from the RMD website at <http://www.ofm.wa.gov/rmd/loss/riskvideos.asp>.
- Borrowing free from the RMD video library at <http://www.ofm.wa.gov/rmd/loss/videos.asp>.
- Reproducing copies in-house for training purposes using a copy borrowed from the RMD library.
- Purchasing copies from DIS: \$3 each – contact Les Proffitt at lesp@dis.wa.gov.
- *Using the Small Agency Option:* Borrow the video and/or request information and training assistance from **Tina VanderWal**, Small Agency Human Resource Services Manager, Department of Personnel at 360-664-6775 or tinav@dop.wa.gov.

VIDEO USE

Agencies are encouraged to coordinate with human resources and training to determine a plan for video use. For questions or comments, contact Jolene Bellows, Education and Safety Specialist, OFM-Risk Management Division at 360-902-7312 or jolene.bellows@ofm.wa.gov

EMPLOYMENT TORT CLAIMS INCREASE

Why did OFM produce this video? In the mid-2000s, employment claims decreased significantly due in part to the Department of Personnel's promotion of Human Resource Education Liability Prevention (HELP Academy) training. However, the claim trend has reversed in recent years. **This tool will help agencies in their renewed efforts to reduce employment claims.**



Ten Things you need to know about managing people

"The best offices are those where people know they are valued members of a team."
Governor Chris Gregoire

1. Set clear employee work and conduct expectations.
2. Listen openly to issues and complaints.
3. Help employees eliminate barriers that keep them from meeting work and conduct goals.
4. Let employees know right away when they do a good job.
5. Let employees know right away when their conduct or performance is unacceptable.
6. Respond promptly, fairly and consistently to settle issues and complaints.
7. Balance your own strengths and weaknesses to help create a respectful work environment for everyone.
8. Set a good example—always.
9. Work closely with experts in your Human Resources office.
10. Managing people is your biggest challenge, but also the most rewarding.

Creating a work environment where everyone is valued and respected.

FROM THE VIDEO
Wake-Up Call: Managers Meeting the Challenge

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