



TRIDENT

PUBLIC RISK SOLUTIONS
MEMBER OF PARADIGM INSURANCE HOLDINGS, LLC

RISK CONTROL SERVICES

Trident offers web-based training courses – at no cost to your employees! Select from our extensive course list for each user. Courses cover topics within the areas of law enforcement, human resources, safety and environmental, management, productivity, and customer service.

Corrections Training

- Alcohol Abuse Emergencies in Jails
- Basic Jail Security Principles
- Booking & Admissions
- Classification of Inmates
- Contraband Control
- Dealing With Stress
- Disciplinary Procedures
- Drug Withdrawal in Jail
- Employee Confidential Records
- Escort of Inmates
- Ethical Behavior for Corrections Officers
- Fire Prevention & Response Plan for Jails
- Handling Medical-Related Issues
- Inmate Correspondence
- Inmate Employment
- Inmate Record-Keeping
- Introduction to Jail Liability
- Jail Release Procedures
- Jail Risk Management
- Juvenile Corrections
- Medical Problems of Female Inmates
- Mental Health in Jails
- Nutritional Standards for Corrections
- Patrol Procedures in Jail
- Riot Response for Corrections
- Suicide Prevention
- Supervising Inmates
- Supervising Inmates in Dining Areas
- Understanding Hostage Incidents
- Use of Force – Corrections Training
- Written Communications & Reporting

Customer Service

- A Welcoming Customer Culture
- Handling Difficult Customers

Financial Management

- An Introduction to Requests for Proposal

Health

- Pandemic Planning – Elements of the Plan
- Pandemic Planning – The Planning Organization
- Understanding Pre-Diabetes

Human Resources

- Bullying in Schools
- Bullying in Schools – Changing Behaviors

- Bullying in the Workplace
- Confidentiality & Professionalism for Schools
- Cyber Bullying
- Diversity in the Workplace
- Employee Recognition
- Employee Retention
- Ethical Behavior
- Ethical Behavior for Elected Officials
- Handling Angry Employees
- Leadership vs. Management
- Managing Risk in an Aging Workforce
- Paraprofessionals Roles & Responsibilities
- Parental Responsibility & Youth Sports
- Recruiting Excellent Employees
- Sexual Harassment Training – Harassment Awareness
- Sexual Harassment Training for Managers
- The Risks of Social Media
- Understanding Child Neglect for Volunteers
- Understanding Domestic Abuse for Volunteers
- Understanding the Family & Medical Leave Act
- Workplace Anger
- Workplace Violence Prevention

Information Technology

- Microsoft Excel Basics
- Microsoft Outlook Basics
- Microsoft Windows XP Basics
- Microsoft Word Basics

Law Enforcement

- Arrest Procedures
- Bomb Threat Response
- Child Abuse Investigation
- Community Policing
- Conflict & Dispute Resolution for Law Enforcement
- Crisis Management for Law Enforcement
- Critical Incident Response
- Crowd Control
- Crowd Management
- Dealing with Intoxicated Individuals
- Dispatcher Training
- Ethics in Law Enforcement
- Evidence Collection, Control & Storage
- Handling Domestic Abuse Calls

- Handling Missing Children Calls for Dispatchers
- Handling Robbery Calls
- Interviews & Interrogations
- Introduction to Gangs
- K9 Operations
- Law Enforcement Liability
- Litigation Procedures
- Managing Traffic Stops
- Mass Fatality Incident Response
- Off-Duty Conduct & Powers of Arrest
- Presenting Effective Testimony in a Courtroom
- Racial Profiling
- Racial Profiling for Missouri
- Risk Management for Law Enforcement
- Safeguarding Your Community from Terrorism
- School Emergencies & Law Enforcement
- School Liaison Officers
- Stress Management for Dispatchers
- Suicide Awareness for Law Enforcement
- Understanding Mental Illness for Law Enforcement
- Use of Force – Law Enforcement
- Using Oleoresin Capsicum
- Vehicular Pursuit
- Working with Minority Communities
- Youth Violence in the Community

Management

- Business Continuity
- Crisis Management
- Dealing with the Media
- Disciplinary Action & Procedures
- Drug & Alcohol Awareness
- Generational Differences
- Meeting Management
- Parliamentary Procedures
- Performance Management
- Press Conference & Briefing Basics
- Providing Effective Orientations
- Supervisor Skills 101
- Supervisor Skills 201
- Training for Small Communities
- Transition from Peer to Supervisor

Productivity

- Basic Telephone Skills
- Business Writing Basics
- Communication Skills
- Computer Security Basics
- Developing Effective Communication Skills

- Effective Presentation Basics
- Enhancing Work Relationships
- Goal Setting Skills
- Keeping Your Cool
- Personal Professionalism
- Time Management Skills
- Work Environment Flexibility
- Writing an Effective E-Mail

Safety & Environmental

- Absorbents & Spills
- Advanced Defensive Driving Techniques
- Back Injuries
- Basic First Aid
- Bloodborne Pathogens & Other Hazardous Materials
- Cemetery Maintenance
- Chain Saw Safety
- Chemicals & MSDS
- Commercial Motor Vehicle Safety
- Confined Spaces
- Dealing with Cold Stress
- Dealing with Heat Stress
- Defensive Driving Basics
- Designing & Maintaining Safe Playgrounds
- Electrical & Fire Safety
- Emergency Preparation & Egress
- Equipment Safety
- Fighting in Schools: Prevention & Intervention
- Forklift Safety
- Investigating Incidents
- Kitchen Equipment Safety
- Ladder Safety
- Lawn Care Equipment Safety
- Lock Out/Tag Out
- Means of Egress
- Personal Injury in the Workplace
- Personal Protective Equipment
- Power Tool Safety
- Preventing Accidents in the Workplace
- Preventing Slips, Trips & Falls in Local Government
- Preventing Slips, Trips & Falls in Schools
- Respirators & Air Quality
- Snow & Ice Management
- Trench Safety
- Understanding Carpal Tunnel Syndrome
- Understanding the MUTCD
- Work Zone Safety for Local Governments
- Workplace Ergonomics

If you have any questions regarding the offered courses, please feel free to contact Bob Marinelli at robert.marinelli@tridentpublicrisk.com.

For more information on Trident Public Risk Solutions click [HERE](#) • 45 Nod Road, Avon, CT 06001 • 800-285-4081