

Employee Safety Education & Training Sessions

Employee Safety Training Session Name	Safety Training Description/Participant Minimum 5-10
Safety Training Contact Information	Angie Ogan: 414-286-5130 or anogan@milwaukee.gov
Safety: Active Shooter	Participants will learn a basic understanding of how to respond and survive an active shooter event. This course provides an overview on how to have a survival mindset including prevention and awareness tactics leading up to and during an event.
Safety: Basic Self Defense	Participants will learn non-tactical defense skills and situational awareness along with options to get away from an intense or possible violent encounter.
Safety: Conflict Management for Customer Service	Participants will learn what is conflict management and understand Point-Of- Impact conflict Management Framework; Core Principle of Conflict Management; Universal Greeting; Social Contract and Empathy. Lastly, participants will analyze conflict management behavior by applying major theories to everyday conflict situations.
Safety: Defensive Canine Field Training	Participants will receive guidance on general bite prevention guidelines along with safety information to prevent dog bites while working in the field.
Safety: Defensive Driving	Participants will acquire the knowledge to recognize potential hazards and learn coping techniques to handle speeding, distracted, impaired, aggressive and fatigued driving as well as various traffic and road conditions. Participants will learn techniques to avoid motor vehicle incidents and collisions and reduce traffic violations.
Safety: Lone Worker Training	Participants will learn situational awareness techniques to recognize and understand pre-incident indicators while performing their work. The training also provides methods to identify and process potential dangers in the environment and strengthen a participant's opportunity to escape or mitigate harm.
Safety: NAMI Cognitive and Mental Health Overview	Participants will receive information about advocacy, education, support and public awareness regarding individuals and families affected by mental illness.
Safety: NAMI De-escalation	Participants will receive an overview on mental illness, communication strategies and techniques for improved interaction with persons living with mental illness as well as responding to and de-escalating a mental health crisis.

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Safety: NAMI Family and Friends	Participants will learn how to best support friends and loved ones who are living with a mental health condition.
Safety: See Something Say, Something	Participants learn how to recognize the “The Pathway of Violence”. Employees will be introduced to Threat Assessments and how to apply to those in workplace settings, including the office and the field. The training will address how participants should observe all activities by continuously asking the following questions: “What has happened?”; “What might happen?” and “What is happening?” Lastly, there will be a discussion on prevention/mitigation strategies.