



Risky Business with Gordon Graham

Tips, Tricks, & Pearls for Staying Out of Trouble

October 11, 2010 - Monday

9:00 am - 4:00 pm (6 CE units)

657 Mission Street Ste 302, SF, CA 94105

Fee: Member \$90, Non-Member \$115.00

Mr. Gordon Graham is an internationally recognized 33-year veteran (retired) of California Law Enforcement, a practicing attorney with a background, formal education and experience in risk management. Mr. Graham combines his vast knowledge and great humor with the goal of educating attendees in how to better protect themselves, their department, their citizens and profession. Those familiar with Gordon know the exciting, information filled seminars he delivers. Risky Business has been delivered at EMS organizations and Fire Departments throughout America and has received rave reviews.



Topics covered in this 1-day seminar:

- ◆ **Creating the "HRO" (high reliability organization) attitude**
- ◆ **The "Seven Rules for Success"**
- ◆ **"The Five Concurrent Themes for Success"**
- ◆ **Operational Risk Management – "Why things go Right – Why things go Wrong"**
- ◆ **The "risk frequency" matrix**
- ◆ **"Ethical Decision Making"**
- ◆ **Customer Service – and why it is so important today**
- ◆ **"The Top Ten Things That Get Public Safety Personnel in Trouble"**

A complete set of handouts will be provided to allow immediate implementation of these concepts. The handouts will also contain Mr. Graham's Operational Risk Management "rules" that summarize the covered material in each of the above critical areas.

Name _____

How to Register:

Address _____

Online at www.sfparamedics.org

City/Zip _____

Fax completed form to 415.543.0415

Phone _____

Mail completed form to:

SFPA Registration
657 Mission St Ste 302
San Francisco, CA 94105

Email _____

Call 415.543.1161 ext 0

Employer _____

REQUIRED to receive CE units: License type _____ and Number _____
ie. RN, Paramedic, EMT, National Registry

SFPA Member Yes or No (members are those who have paid the membership dues. See website for more information)

Course Title	Desired Date	Cost	Total
Risky Business (member \$90, non-member \$115)	10/11/2010		

Payment MUST accompany registration to reserve your seat

Payment Method: Cash Check (payable to the SFPA, mail form and check to SFPA Registration)
 Visa Mastercard (paying by credit card fax complete form to 415.543.0415)

Card # _____ Exp. Date (MM/YY) _____

Signature _____

Cancellation Policy: If you are unable to attend, please call the SFPA so we can fill your seat with another participant. There are no refunds for cancellation or not attending your class.

Rescheduling Policy: Due to the nature of this course no rescheduling is available.

CE Hours are available for EMT's, EMT-P's and RN's who successfully complete both the didactic and skill portions of these courses. Please see each session for number of CE's. SFPA California CE Provider #38-0008; California Board of Registered Nurses Provider Number #CEP08101.