

LEADERSHIP TRAINING

HOSTED BY THE SAN DIEGO, LOS ANGELES, ORANGE AND RIVERSIDE COUNTY AMBULANCE ASSOCIATIONS

Wednesday October 10, 2018 8:30 AM–5:00 PM



11154 Hwy 76, Pala, CA 92059 (877) 946-7252

Morning Session – MIKE TAIGMAN

“What the Grateful Dead taught me about stress management: No it won’t show up in your urine test.”

Between provider suicides, mass shootings, wildland fires, tornadoes, and more there’s a greater need for employee stress management than ever before. While there are certainly some calls that are more stressful than others, the key to wellness, mental health, happiness, and joy involves much more than handling critical incidents. In this session you’ll learn how to build and maintain an organizational culture that rocks. Develop a place that helps your colleagues support each other while taking care of themselves for long term health and happiness. If you’ve got a tie dye you’re welcome to show your colors for this session...



During his more than four decades in EMS, Mike Taigman has focused the majority of his career on helping make things better. A popular conference educator, author of more than 600 articles in professional journals, and a multi decade Associate Professor in the graduate program in Emergency Health Services Management at the University of Maryland Baltimore County he’s focused on helping professionals save more lives, reduce suffering, and be more effective leaders. He’s shared his perspective in 48 of the 50 states, most of the Canadian Provinces, Israel, Palestine, Australia, and throughout Europe.

Mike is the Improvement Guide for FirstWatch helping partner organizations make meaningful improvements by organizing and leveraging their data. www.firstwatch.net. He is also the facilitator for EMS Agenda 2050. www.emsagenda2050.org

Morning Session – STEVEN L. ATHEY

“What’s Everyone So Mad About”

For the last several years Steve Athey has found himself in front of dozens of EMS employee groups across the country; either as part of focus groups, system reviews or other targeted consulting projects... and the employees are mad—sometimes really mad! Listening to the concerns and opinions of hundreds of EMS practitioners it has become clear that it’s not always about “the money” and that there are some consistencies to the “issues” regardless of the size, type and location of the EMS organization. In this session Steve Athey will talk about these issues, from the employees point of view and offer some insights on correcting these issues.



Steven L. Athey is the president and owner of Health Care Visions, an EMS (Emergency Medical Services) consulting firm. Mr. Athey has spent a lifetime in the ambulance industry and has held every conceivable position. Mr. Athey earned his undergraduate degree and his MBA from Texas Wesleyan University, where he currently holds an adjunct faculty position in the School of Business.

Afternoon Session – GORDON GRAHAM

“The Cause of Tragedies – Recognizing Problems ‘Lying in Wait’ ”

Brief thoughts on the “cause” of tragedies in any occupation or profession, focusing on the difference between “proximate” cause and those problems “lying in wait,” sometimes for years, that went ignored and really led to the given tragedy. The attendees will be provided with strategies for recognize the problems “lying in wait” so that they can be properly addressed prior to problems occurring.

_____ followed by _____

“Job Based Harassment – Techniques for Elimination”

This topic is extremely important today and during this program Gordon will cover the nature and scope of this issue, and provide some proven risk based strategies to better protect all employees.

_____ followed by _____

“Creating Loyal Customers”

Our public is fed up with a lack of customer service and smart organizations are focused on maximizing customer service on each and every contact made by their personnel. Gordon’s approach works well – and will provide the attendees with ample information on how to create future jurors and voters who love your organization.



The presenter of this action-packed seminar is Mr. Gordon Graham, an internationally recognized 33-year veteran (retired) of California law enforcement, and a practicing attorney with a background and formal education as a risk manager. Gordon is also the co-founder of the popular website www.firefighterclosecalls.com and is on the advisory committee for www.firefighternearmiss.com. He is also the co-founder of Lexipol – a company designed to standardize policy, procedure and training in public safety agencies around America.

Mr. Graham combines his vast knowledge in multiple areas with great humor with the goal of educating the attendee on how to better protect themselves, their employer, their profession, and their family. Those familiar with Mr. Graham know the exciting, information-filled seminars he delivers. The program will contain foundational information about the value of the discipline known as risk management. In a nutshell, this is a formalized process of identifying and evaluating risks, and developing strategies today to eliminate future problems.

EMS LEADERSHIP TRAINING SEMINAR

Presented by the Ambulance Association of San Diego County (AASDC), Ambulance Association of Orange County (AAOC), Los Angeles County Ambulance Association (LACAA), and Riverside County Ambulance Association (RCAA)

REGISTRATION FORM

Wednesday, October 10, 2018 | 8:30 AM–5:00 PM

Agency/Company: _____

Address: _____ City/State/Zip: _____

Telephone: _____ Fax: _____ Email: _____

Registration includes admission to the seminar and lunch.

For overnight reservations, please call Pala Resort & Casino at (877) 725-2766 and mention GROUP CODE - SDAJ18A for an arrival date of Tuesday, October 9, 2018, departing on Thursday, October 11, 2018 or EMS LEADERSHIP CONFERENCE. A discounted room rate of \$99.00 has been secured

Please call before September 17th to confirm your reservation.

For more information about Pala's location and services, please visit www.palacasino.com.

Seminar Attendee Fees

(Lunch Included)

On or before 9/28	Qty	_____	x	<u>\$40</u>	=	_____	Total
After 9/28	Qty	_____	x	<u>\$65</u>	=	_____	Total

Speakers

MIKE TAIGMAN

“What the Grateful Dead taught me about stress management: No it won't show up in your urine test.”

STEVEN L. ATHEY

“What's Everyone So Mad About”

GORDON GRAHAM

“The Cause of Tragedies – Recognizing Problems ‘Lying in Wait’” followed by “Job Based Harassment – Techniques for Elimination” and “Creating Loyal Customers”

Please print or type all attendee names as they should appear on each name badge. Please attach a separate sheet if necessary.

Attendee Name

Title

Attendee Name

Title

Send completed form to:

Ambulance Association of San Diego County (AASDC) c/o Guardian Ambulance, Attn: Matt Armstrong
12121 Barringer Street, South El Monte, CA 91733

Registration: email — matt@guardianambulance.net

CHECK OR MONEY ORDER ONLY — PLEASE MAKE CHECKS PAYABLE TO AASDC

Where:



11154 Hwy 76 Pala, CA 92059 (877) 946-7252