

The San Diego County Ambulance Association, in cooperation with San Diego County EMS, proudly presents:

# 2nd Annual EMS LEADERSHIP TRAINING

**WHEN:** Tuesday, October 27<sup>th</sup> – 8:30 a.m. to 5:00 p.m.

**WHERE:** PALA RESORT AND CASINO

**LUNCH PROVIDED!!! CE's PROVIDED!!!**

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## CLASSES PROVIDED:

- ❖ Ethical Decision Making
- ❖ Job Based Harassment
- ❖ Non-Punitive Close Call Reporting
- ❖ Customer Service

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**INSTRUCTOR:** Gordon Graham

ABOUT GORDON GRAHAM...Gordon Graham is a 33 year veteran of California Law Enforcement. During his tenure as a law enforcement professional, he was awarded his Teaching Credential from California State University, Long Beach. He was later graduated from University of Southern California with a Master's Degree in Safety and Systems Management. Subsequent to this he graduated from Western State University with a Juris Doctorate. His education as a Risk Manager and experience as a practicing Attorney, coupled with his extensive background in law enforcement, have allowed him to rapidly become recognized as a leading professional speaker in both private and public sector organizations with multiple areas of expertise.

Mr. Graham has centered his efforts in providing knowledge to both public and private sector organizations in the area of Organizational and Operational Risk Management, Civil Liability, Professionalism, Ethical Decision Making and related topics. Instead of focusing solely in after incident damage control, he focuses his efforts in the prevention of mistakes through his risk management based training program SROVT (Solid Realistic Ongoing Verifiable Training). He teaches employees, supervisors, and managers why things generally go wrong, and how to prevent these unfortunate situations from happening. He follows up his prevention efforts with a dynamic presentation on how to recognize the incidents that have a likelihood of ending up in litigation. He concludes his program with a detailed examination on how to prove proper conduct. Additionally, Mr. Graham has developed the CATSINRO approach to the elimination of Harassment in the workplace. This is the only program that combines legal aspects of this topic with a risk management approach to elimination of such incidents prior to occurrence. Each of his presentations includes the appropriate written "rules" for the topic covered. These risk management rules allow the informed listener to make immediate, progressive changes in operations to better protect themselves and their organization.

Over the last decade, Mr. Graham has made over 3,000 presentations to various groups including law enforcement, corrections personnel, fraud investigators, fire professionals, EMS, other first responders, legal professionals, educators, city, county and district employees, law firms, hospitals, financial institutions, and real estate companies along with many other private sector organizations. Since 1990, he consistently received the highest evaluations on P.O.S.T critiques. In 1995 he received the Governor's Award (sole recipient) for Excellence in Law Enforcement Training from Governor Wilson. His penetrating wit coupled with his vast knowledge in multiple disciplines provides the enlightened listener with an information packed seminar.



# A Training Day With Gordon Graham

## REGISTRATION FORM

Presented by the San Diego County Ambulance Association

October 27, 2009

0830-1700

The deadline to register is OCTOBER 19, 2009

Agency/Company: \_\_\_\_\_  
 Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Registration includes admission to the seminar, lunch, and continuing education credits issued by San Diego County EMS

### TYPE

### FEE

<b>San Diego County EMS Providers and Fire Agencies</b>					COMPLIMENTARY
QTY _____	@	\$0.00	=	_____ \$0.00 Total	

<b>EMS Providers and Fire Agencies outside of San Diego</b>					\$39.00/person OR \$54.00/person
On or Before 09/21	QTY _____	@	_____ \$39.00	= _____ Total	
After 09/21	QTY _____	@	_____ \$54.00	= _____ Total	

<b>TOTAL REGISTRATION FEES</b>	\$ _____
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Please print or type all attendee names as they should appear on each name badge. Please attach a separate sheet if necessary.

<u>Attendee Name</u>	<u>Title</u>	<u>Contact Number</u>
_____	_____	_____
_____	_____	_____
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_____	_____	_____
_____	_____	_____
_____	_____	_____

Send completed form to: SDCAA  
 3944 Murphy Canyon Road, Ste. C-207  
 San Diego, CA 92123  
 (877) 277-2727  
 (858) 300-3181 (fax)  
 staycel@pacificambulance.com  
**CHECK OR MONEY ORDER ONLY - PLEASE MAKE CHECKS PAYABLE TO SDCAA**