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# **GRAHAM RESEARCH CONSULTANTS**

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# **2016 Information Packet**

**GRAHAM RESEARCH CONSULTANTS**

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Below are the courses Gordon will be presenting at the Dakota 911 Conference:

### **What is “Real” Risk Management? One Hour**

The phrase “risk management” gets thrown around quite a bit, but what is “real” risk management? It is more than the “safety” stuff. It is more than the “insurance” stuff. And it is more than the “ergonomics” stuff. Everything you do in your organization involves a level of Risk. In this brief program, Gordon will explain how to “recognize” the real risks you face. And he will give you some thoughts on how to “prioritize” these risks. And finally, he will show you how to “mobilize”(act) to do something about the real risks you face in your organization. This class is one hour in length.

### **5 Concurrent Themes for Success Two Hours**

Your job is getting more and more complex. In fact, the more complex it gets, the more you need a systematic approach to getting things done right. This block, "The Five Concurrent Themes for Success" is essential for everyone in the workplace, regardless of position, job description or type of organization. In this program, Mr. Graham shows you how the discipline of Risk Management, coupled with an understanding of "systems" and complemented with Customer Service, Accountability and Integrity all can work together to better assure that things get done right. It is chuck full of information and coupled with Gordon's insight and humor is a must see for all of your personnel. This program also makes a dynamic keynote address for any and all conventions and other important gatherings. This class runs two hours.

### **Why Things Go Right – Why Things Go Wrong Two Hours**

Most of what the good people in your organization do – they are doing right. When things don't go right there is the potential for nasty consequences. In this brief program, Gordon will show you what the potential consequences are – and what are the “causational factors” most often responsible for these consequences. He will then give you some proven strategies and tactics to address these problems – including a full understanding of the “risk/frequency” matrix and where it is essential that you focus your initial and ongoing training efforts. This class runs two hours.

### **Customer Service – Creating some “WOW” Two Hours**

As we enter the 21st century, the public sector is being analyzed like never before. Customer service has always been important, but now the survival of any public sector organization is dependent on the maximization of this concept on each and every contact made. Who, What, Why, When, Where, How and How Often is a symmetric approach to this important topic. Attendees will receive a copy of GRECS, Graham's Rules for Enhancing Customer Service. This class runs two hours in length.