

# RISK MANAGEMENT TRAINING DVD

## Essential Risk Management Practices for Your Recreation or Adventure Travel Business

In this DVD renowned recreation and adventure sport defense attorney Tracey Knutson walks you through essential components of critical risk strategies for outfitters, recreation programs and adventure travel businesses. This training DVD includes over two hours of risk management training in 5 distinct segments for your guides, management and marketing staff. Each segment provides your staff with strategies to effectively deal with some of today's emerging risk management issues. The DVD also includes important training materials to help you stay in business and out of trouble.

### Post Incident Response

- What to do
- What to collect
- Who to notify
- What to do with the other guests
- What to prepare for
- Employee responses

### Safety Talks and Orientation

- Content
- When given in relation to release signatures
- How they jibe with marketing representations
- Opportunities to back out

### Minors

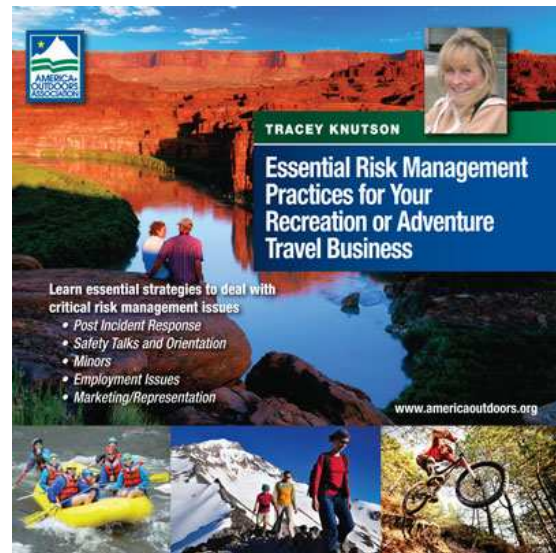
- Releases
- Rule of "7" and assumption of risk
- Standards in the industry
- Physical competencies

### Employment Issues

- Independent contractors v. employees
- Screening employees
- Drug testing issues
- Termination
- Employee files

### Marketing/Representations

- Taking reservations and oral "safety" representations
- Words to avoid in promotional materials (brochures, websites, etc.)
- When third parties (booking agents) are selling your products
- The best words to use in your marketing...
- Timing of brochure changes...



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Price includes shipping by First Class Mail to U.S. zip codes. International addresses and other forms of delivery extra.

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