



RETAIL AND HOSPITALITY INSTITUTE II

Course Overview	Best practices for mitigating risk and reducing losses for guest and employee injuries and incidents in the retail, hospitality, restaurant, gaming and entertainment industries.
Objectives	At the conclusion of this institute, you will be able to: <ul style="list-style-type: none">• Explain what drives best-in-class performance in safety and risk management• Implement best practices for achieving safety and operational excellence• Apply resources and take advantage of networking opportunities that can lead to stronger risk mitigation practices and related expense control
Course Length	1 Day
Contact Hours	6 Hours
Level	Basic to Intermediate
Who Should Attend	Safety managers, risk management directors, operations managers and anyone responsible for mitigating risk and controlling losses related to guest and employee incidents and injuries in the in the retail, hospitality, restaurant, gaming and entertainment industries.



RETAIL AND HOSPITALITY INSTITUTE II AGENDA

- Unit 1 Mitigating Risk-** All organizations have a limited amount of safety energy and resources. Those who achieve best-in-class results do not expend more energy, they distribute it differently. Learn where to focus your safety energy and how it's done through strong management leadership
- Unit 2 Managing Generational Differences-** Getting the best out of your employees no matter how young or old. Understanding and taking advantage of age differences to minimize for your guests and employees.
- Unit 3 Performance Management-** Understanding human behavior (e.g., why people do what they do) and how to maximize safe behavior through consequence management and feedback.
- Unit 4 Safety Performance Measurement-** Leading, lagging, downstream, upstream...what are the best ways to measure safety performance? Learn how to use metrics to accurately measure and promote safety performance.