

# **Risk Manager's Toolkit**

## **Handouts**

**RMG 217 – Tuesday, April 29, 2008  
10:45 a.m. – 12:15 p.m.**

## **Day-to-Day of the Risk Manager** **Everett Bake, John Bullock, and Leesha Heard**

1. What to look for?
  - a. Meet with your broker
  - b. Meet with consultants either hired by your company or are a part of your policy
  - c. Meet your TPA Team, e.g., adjusters and the Team Leaders, especially the Account Executive, and vendors
  - d. Set up SOP for yourself as go-to information
  
2. How is risk management received in the organization?
  - a. Corporate culture
  - b. Financially tuned
  - c. Analyzing results
  
3. Building your network
  - a. Other risk managers, RIMS
  - b. Sharing non-proprietary information
  - c. Your broker
  - d. Teamwork
  - e. Others
  
4. Handling Multiple Locations
  - a. Build relationship with risk managers and the property Team
  - b. Develop relationship with TPA Team and vendors, if applicable
  - c. Ask questions: who, what, when, where, how, and whom?
  - d. Learn as much as you can about the laws, statutes, etc. in each jurisdiction.

## **That “Other” Day – Preparing for the Unexpected** **Everett Bake, John Bullock, and Leesha Heard**

1. Get familiar with issues on the horizon – you don’t need to be an expert but you do need to know what might be coming down the road.
2. Know what you need to know! It is impossible to know everything and be up-to-date on all issues. Developing the skill to know “just enough” is critical.
3. Plan for the unexpected. Most likely, not what your final actions are, but what your steps should be to get up to speed quickly. The following can help you get there:
  - a. Know where to get up-to-date and reliable information
  - b. Know your resources
  - c. Know who your friends are. Where can you get help, expertise, and answers to your questions?