2024 SES Presenters

Day 1: *Workshop Wednesday* July 31st

Claims Workshop:

Liability Claim A
1:00pm – 2:00pm
Spruce Room

Safety Claim B
2:10pm – 3:10pm
Spruce Room

Work Comp Claim C
3:20pm – 4:20pm
Spruce Room

Day 2: Thursday August 1st

Presenter: Keynote **Michele Wucker**

Topic: You Are What You Risk

Presentation Description:
What drives a sixty-four-year-old woman to hurl herself over Niagara Falls in a barrel? Why do we often create bigger risks than the risks we try to avoid? Why are corporate boards newly worried about risky personal behavior by CEOs? Why are some nations quicker than others to recognize and manage risks like pandemics, technological change, and climate crisis?
The answers define each person, organization, and society as distinctively as a fingerprint. Understanding the often-surprising origins of these risk fingerprints can open your eyes, inspire new habits, catalyze innovation and creativity, improve teamwork, and provide a beacon in a world that seems suddenly more uncertain than ever.

How you see risk and what you do about it depend on your personality and experiences. How you make these cost-benefit calculations depend on your culture, your values, the people in the room, and even unexpected things like what you've eaten recently, the temperature, the music playing, or the fragrance in the air. Being alert to these often-unconscious influences will help you to seize opportunity and avoid danger.

You Are What You Risk is a clarion call for an entirely new conversation about our relationship with risk and uncertainty. In this ground-breaking, accessible and eminently timely book, Michele Wucker examines why it's so important to understand your risk fingerprint and how to make your risk relationship work better in business, life, and the world.

Drawing on compelling risk stories around the world and weaving in economics, anthropology,

sociology, and psychology research, she bridges the divide between professional and lay risk conversations. She challenges stereotypes about risk attitudes, re-frames how gender and risk are related, and shines new light on generational differences. She shows how the new science of "risk personality" is re-shaping business and finance, how healthy risk ecosystems support economies and societies, and why embracing risk empathy can resolve conflicts. Wucker shares insights, practical tools, and proven strategies that will help you to understand what makes you who you are –and, in turn, to make better choices, both big and small.

Biography:

Strategist and best-selling author Michele Wucker coined the term "gray rhino" for obvious, probable, impactful risks, which we are all too likely – but, crucially, not condemned to neglect. The metaphor has moved markets, shaped financial policies, and made headlines around the world. It became a frame for the ignored warnings that led to the COVID-19 pandemic and a lyric in a hit single about depression by the global music phenomenon BTS.

Michele is the author of four books including the global bestseller THE GRAY RHINO: How to Recognize and Act on the Obvious Dangers We Ignore (2016) and her latest, YOU ARE WHAT YOU RISK: The New Art and Science of Navigating an Uncertain World (April 2021).

Michele is founder of the Chicago-based strategic advisory firm, Gray Rhino & Company, and former media and think tank executive who wrote about emerging market finance early in her career. She speaks regularly to high-level audiences on risk management, the global economy, and decision-making. Her 2019 TED Talk on gray rhino theory has attracted 2.5 million views.

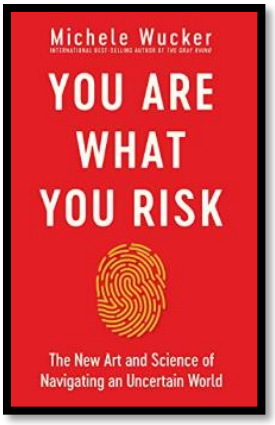
She has written for many U.S. and international publications including AmericaEconomia, CNN.com, Foreign Policy, The Guardian, Huffington Post, Internationale Politik, The National (UAE), Newsday, The New York Times, The (New York) Observer, Quartz, Strategy & Business, Texas Observer, Valor Economico, The Washington Post, The Wall Street Journal, World Economic Forum Agenda, and World Policy Journal.

Her first two books were LOCKOUT: Why America Keeps Getting Immigration Wrong When Our Prosperity Depends on Getting It Right (Public Affairs 2006; a Washington Post Book World "Best Nonfiction of 2006″ Selection) and WHY THE COCKS FIGHT: Dominicans, Haitians and the Struggle For Hispaniola (FSG/Hill & Wang, 1999).

For more information you can visit:
https://www.youtube.com/watch?v=DBBA2LAsepU
The Chief's Desk – June 11th - Signals AZ
America's Fiscal Time Bomb Ticks Even Louder - WSJ'
https://annejanzer.com/portfolio/interview-with-michele-wucker/

Michele's Photo:





Michele Wucker

Date: Thursday, August 1st at 8:00am
Location: Ballroom

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Presenter: **Rachel Love, Jacob Lee, Kevin Nguyen – Struck Love (NEW)**

Topic: Effective Class Action Litigation Strategies

Presentation Description Rachel Love, Jacob Lee, and Kevin Nguyen of Struck Love Bojanowski & Acedo, PLC discuss litigation strategies they employed in inmate/detainee and labor and employment class actions this past year that lead to positive outcomes for public and private clients in federal courts across the country.

Biography:

Jacob B. Lee is a partner at Struck Love Bojanowski & Acedo, PLC, where he focuses on defending law enforcement officers, correctional officers, and government and private entities against claims of excessive force, false arrest, malicious prosecution, abuse of process, failure to protect, retaliation, wrongful death, assault and battery, negligence, and more, including class actions, in federal and state courts across the country. He is licensed in Arizona, New Mexico, and Nevada. An Arizona native, Jacob received his law degree from the University of Arizona and undergraduate degrees from Arizona State University and Eastern Arizona College. He was selected in 2020 and 2021 to Southwest Super Lawyers Rising Stars (Civil Litigation: Defense).

Kevin Nguyen is a partner in the firm's appellate practice group. His practice focuses on appellate litigation and strategic counseling with an emphasis on defending corporate and government entities and their employees in individual lawsuits and class actions. His experience includes defending clients against civil rights claims under 42 U.S.C. § 1983 and Bivens, as well as state law tort claims. Kevin is also certified in international business law and has experience handling complex commercial, contract, consumer protection, regulatory, immigration, and employment matters. Before joining the firm, Kevin clerked for Judges Randall M. Howe, Patrick Irvine, and Margaret Downie at the Arizona Court of Appeals. Kevin was named a Southwest Super Lawyers Rising Star from 2016 to 2020.

Rachel Love is a partner with Struck Love Bojanowski & Acedo, PLC, and successfully and aggressively defends government entities, government partners, and individual defendants in complicated and high stakes litigation. Rachel focuses her practice on defense of America's largest partnership corrections provider, state departments of corrections, jail systems, and law enforcement agencies and their officers in civil rights litigation, including defense of 42 U.S.C. § 1983, Bivens and tort actions, class actions, and complex multi-party litigation matters. Rachel received both her undergraduate and law degrees from Arizona State University. In 2021, she received the Executive Director's Award from the National Institute for Jail Operations for which she also serves as Legal Advisor and an instructor.

Jacob Lee



Kevin Nguyen



Rachel Love



Date: Thursday, August 1st 9:40am
Location: Ballroom

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Presenter: **Justin Ackerman & Ashley Caballero-Daltrey - JSH**

Topic: An Update On Recent Federal And State Court Decisions Regarding Municipal Liability

Presentation Description: This presentation will provide a case law update on recent federal and state court decisions addressing municipal liability including 42 U.S.C. 1983 liability, Monell liability, the scope of liability for Arizona Counties for the acts of Sheriffs and their deputies, as well as other new and relevant topics**.**

Justin Ackerman is the trial group leader of JSH's appellate department. He represents clients in federal and state appellate matters in cases involving federal civil rights claims, wrongful death, personal injury, bad faith, and premises liability. After graduating as the valedictorian of his class from Phoenix School of Law, Justin worked as a law clerk for the Hon. Michael J. Brown in Division One of the Arizona Court of Appeals. Following his clerkship, Justin has handled over 75 appeals, successfully arguing before the Arizona Court of Appeals, Arizona Supreme Court, and U.S. Court of Appeals for the Ninth Circuit. Justin has spoken at many seminars on appellate preservation topics and is recognized as a Southwest Super Lawyer and Best Lawyers Ones to Watch in the area of Appellate Practice.

Ashley Caballero-Daltrey is part of the firm's appellate team where she represents clients in federal and state appellate matters and dispositive motions. Before joining JSH, Ashley worked as a law clerk for Vice Chief Justice Ann Scott Timmer of the Arizona Supreme Court. She focuses her practice on municipal law, personal injury, bad faith, and premises liability. Ashley has published articles and spoken on appellate issues including appeals for grazing permits on public lands, unique citation issues, and special action procedures. While earning her law degree, Ashley served as editor-in-chief of the Arizona Law Review.

Justin Ackerman



Ashley Caballero-Daltrey



Date: Thursday, August 1st 11:50am
Location: Ballroom

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Presenter: La'Vonda McLean - Marsh

Topic: D&O and EPL Risks Related to Artificial Intelligence

Presentation Description: Discussion of Directors & Officer and Employment Practices risk related to AI

La'Vonda McLean is a managing director and senior client advisor in Marsh's FINPRO Practice, our financial and professional insurance group. In addition to her role as a senior client advisor, La'Vonda also serves as the US Employment Practices Liability (EPL)/Wage & Hour (W&H) Product Leader for FINPRO.

As the EPL/W&H product leader, La'Vonda is responsible for overseeing Marsh's US EPL and W&H industry and product team. Her role involves providing though leadership, analyzing coverage, staying updated on markets trends, and creating content for both internal and external distribution, including legal and regulatory updates.

Furthermore, La'Vonda serves as a senior client advisor to large multinational companies. In this capacity, she offers global risk advisory services related to directors & officers (D&O) insurance, EPL, W&H insurance, crime insurance, fiduciary liability, and transactional risk. Her expertise lies in delivering innovative and tailored solutions that address the complex and ever-changing risks faced by corporations, corporate executives, and boards.

La'Vonda joined Marsh in August 2021 and has over 18 years of experience in the insurance and legal fields, with a focus on financial lines coverages. Prior to joining Marsh, she held a leadership role at another major global broker, where she led the financial and executive risk team in the Southeast region. She was also the industry segmentation leader at this brokerage firm. Before her time in the brokerage industry, La'Vonda worked at a national law firm in Atlanta, specializing in labor and employment law. Additionally, she served as a senior underwriter at Zurich North America, where she was responsible for managing Zurich's employment practices book of business in the Southeast region.

La'Vonda is a highly sought-after speaker on topics related to financial lines. She has been invited to speak at prestigious events such as the Professional Liability Underwriting Society (PLUS), Professional Liability Attorney Network (PLAN), ExecuSummit EPL and D&O Conference, Atlanta RIMS, King & Spalding, Cayman Captive Conference, American Society for Health Care Risk Management (ASHRM), Women in Insurance, and various continuing education panels. Her extensive knowledge and expertise make her a valuable contributor to these industry events.

La'Vonda McLean



Date: Thursday, August 1st 2024
Location: Ballroom

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Presenter: Carleen Patterson - Alliant & Sheri Swain – Retired ERM Director/Consultant

Topic: TCOR (Total Cost of Risk)

Presentation Description: This presentation is designed to understand TCOR as a concept and also how to use it to achieve risk management short and long-term goals and objectives. Attendees will be able to identify the main TCOR elements, discuss how each element impacts overall TCOR, including claims and premiums, and apply TCOR in several scenarios, including retention analysis, choosing the right insurance renewal option, risk control strategy, and vendor selection. As part of the session, we will define TCOR, Identify and discuss the various TCOR components, and apply TCOR analysis in several scenarios.

Carleen Patterson Carleen is the national Public Entity and Higher Education Practice Leader. She works with higher education and public entity clients across the United States providing insurance brokerage and risk management expertise.

She has been in the insurance industry since 1988 and joined Alliant Insurance Services, Inc. in January, 2020. Prior to Alliant, Carleen served in a similar role for a large, international broker. She has risk management, claims, and insurance brokerage experience; and has spent the last 21 years specializing in self-insurance and insurance brokerage and consulting for higher education institutions as well as large public entity clients. Her expertise is in the design and implementation of large property and casualty insurance programs.

She was the recipient of the 2011 and 2012 Risk & Insurance Power Broker award in education and public sector, respectively. She is a member of the University Risk Management and Insurance Association (URMIA).

Carleen earned her BS in Education from the University of South Dakota. She is licensed as an insurance agent/producer in Texas and many other states and holds the Associate in Risk

Management, Associate in Risk Management for Public Entities, Certified Insurance Counselor, and Certified Risk Manager designations.

Sheri Swain recently retired as Director of Enterprise Risk Management from Maricopa Community Colleges. She is a seasoned risk professional with over 30 years of experience in commercial lines insurance and public entity risk management. She continues to work as a risk management consultant, assisting public entities grow their risk management programs.

Carleen Patterson



Sheri Swain



Photo needed

Date: Thursday, August 1st 1:40pm
Location: Flagstaff Room

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Presenter: **Chief Duran III – City of Phoenix Fire Department**

Topic: A New Approach to Non-Emergency Calls

Presentation Description: The City of Phoenix Fire Department manages their risk and resources using an innovative approach in the fire industry. This data driven strategy allows fire leadership to strategically align their plans with their risk appetite producing great outcomes in the 5th largest city in the United States (and growing!)

Fire Chief Mike Duran III, a native of Phoenix, joined the Phoenix Fire Department in 1994. Chief Duran became the fire chief of Phoenix in February 2022. He oversees a metropolitan department of over 1,800 sworn firefighters, over 400 civilian personnel, a budget of almost 500 million dollars, and the Department's 78 administrative facilities and fire stations. The Fire Department is responsible for the city's fire protection, medical services and transportation, Community Assistance Program, special operations, emergency management, and community risk reduction and education programs for a population of over 1.6 million.

Prior to his promotion to Fire Chief, he was assigned to Executive Staff in 2019 where he served as the Assistant Chief over the Medical and Support Services Division.

Chief Duran's experience includes the planning and coordination of public safety resources during large scale and major events within the Phoenix Region. He has been deployed as a part of the city of Phoenix All-Hazard Incident Management Team to Hurricane Irene in 2011 and Sandy in 2012. He is also a member of the Federal Emergency Management Agency (FEMA) AZ Task Force-1 and was deployed to Hurricane's Harvey and Irma in 2017 and Hurricane Florence in 2018.

Chief Duran's priorities include furthering the awareness of member Health and Wellness programs, promoting growth and innovation to become a sustainable and resilient organization, promoting the organization's values and expectations, fostering communication and outreach, and professional development. Chief Duran also has a strong commitment to maintaining Labor Relations within his organization.

Chief Duran holds a bachelor's degree in Homeland Security and Emergency Management from Grand Canyon University. He is married to his wife Tina, and they have three children and two grandchildren.

Chief Duran III



Date: Thursday, August 1st at 1:40pm
Location: Ponderosa

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Presenter: Ernest Calderon

Topic: How Leaders Plan for Organizational Change: A Primer

Presentation Description: Learn how to plan for organizational change in your organization.

Bio:
Ernest Calderón is a sole practitioner, after having been a partner in a large, prestigious law firm, and currently focuses his practice on liability defense, government law and civil litigation. He is a graduate of Northern Arizona University, the University of Arizona College of Law and holds a doctorate in organizational change (focus on integrating a national security component into all curricula) from the University of Southern California. He is a sixth-generation native of what was New Mexico Territory. He clerked for Senior U.S. District Judge Walter E. Craig. He is Arizona's first Truman Scholar and has served as president of the Arizona Board of Regents (which govern Arizona State University, Northern Arizona University and the University of Arizona), president of the State Bar of Arizona (first Latino to serve as president), president of the Boys Scouts of America (Grand Canyon Council), and chair of the Catholic Community Foundation, Roman Catholic Diocese of Phoenix. Six Arizona governors have appointed him to leadership positions. His passion has been providing people from disadvantaged backgrounds greater access to a higher education. He is the father of four adult children, two of whom are lawyers, one a journalism graduate and one (an Afghanistan and Iraqi Wars veteran) an electrical engineer who recently earned his master's in business administration.

Photo



Date: Thursday, August 1st at 2:50pm
Location: Flagstaff Room

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Presenter: **Kevin Aguas, NAU**

Topic: A Pipeline of Professionals for Risk Management.

Presentation Description: Northern Arizona University has begun offering its first of three non-credit courses towards the Associates in Risk Management (ARM) designation. Find out

how NAU is helping to fill critical positions in state and local government by skilling up our future workforce. If you are looking to raise the bar for your current team or looking to hire, there is now a local solution for new professionals to enter the risk profession. Regardless of their level of experience, here is a solution to fix our growing challenges we all face in recruitment and retention within Human Capital Risk.

Bio: Kevin Aguas is an Associate Professor of Finance for the W.A. Franke College of Business. He is the lead instructor for the Risk Management and Insurance Undergraduate Certificate, along with the Gamma Iota Sigma (GIS), national student organization for insurance. Kevin is an alum of Northern Arizona University (NAU), completing his Master's in Education, 2016. He completed his undergraduate degree in Business from Bellevue College, 1994. Kevin is also a veteran and served in the United States Army Reserve. He spent 23 years in management with Union Pacific Railroad and American President Lines Transportation companies. After taking early retirement from the transportation industry Kevin and family moved to Arizona in 2002 where he began a career in finance. As a financial professional, he started teaching at NAU in 2012, and has developed several courses in Personal Finance and Risk Management.

Kevin Aguas



Abraham Aguirre is a senior at Northern Arizona University studying Business Economics with a Risk Management and Insurance certificate. He is the Gamma Iota Sigma's current president and the NAU Economics Club treasurer.



Date: Thursday, August 1st at 2:50pm
Location: Ponderosa Room

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Presenter: **Valerie Pylant - Corvel**

Topic: Focusing on Growth Mindset in Workers' Compensation

Description: The presentation will explore how adopting a Growth Mindset can help discover innovative approaches to enhance services for injured workers and how technology has seamlessly integrated into our daily operations. It will emphasize the significance of having an inclusive team on performance and employee contentment, while also providing guidance on implementing Growth Mindset strategies.

Valerie Pylant, with a Bachelor of Communications from California State University Long Beach, brings extensive experience in sales and relationship building to CorVel. She oversees the entire sales process, from negotiating contracts to completion. After starting her career in retail sales and management, Valerie transitioned to outside sales and marketing. Her background includes working as a District Trainer and GM at Gap Inc, emphasizing leadership and safety through Risk Management. Valerie is dedicated to the community, actively participating in local Chambers of Commerce and committees supporting risk Management and self-Insurers in Phoenix, Arizona, and Nevada.

Valerie Pylant



Date: Friday, August 2nd 8:15am
Location: Flagstaff Room

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Presenter: **Tim Page Bottorff**

Topic: **Humor in Safety**

Presentation Description:

Safety doesn't have to be boring—the best way to increase employee engagement has proven to be through humor. With a topic as serious as safety, people often worry that humor will take away from the importance of the message. But humor creates a physiological response that decreases stress hormones, ultimately increasing engagement, participation and retention. Injecting funny stories, videos and images into safety conversations, training and meetings are the best way to get started. If you ask employees what they dislike the most about safety training, you'll hear that it's boring, repetitive and unengaging. This is typically because safety is usually enforced or "forced."

This session will uncover how humor can bring people together. Incorporating the most important things in our messages often serves as building a bridge between employees and management. The goal is to provide more engaging training sessions for employees and increase active participation so that trainees will end up learning (and retaining) more info.

Participants will be able to walk away with the ability to:

- Add techniques to your safety presentations that can wake up a tired, bored, or inattentive audience. In fact, using humor can actually help you make serious points about safety!
- Discover why adults aren't always eager to participate in safety training and what you can do to capture their interest
- Learn some simple techniques to make safety meetings motivating and entertaining!
- Be introduced to great ideas that will engage your family and loved ones in a way that will raise their awareness and keep them safer 24/7 HAVE FUN

Tim Page-Bottorff
CSP, CIT, Senior Safety Consultant

Tim is an inspirational certified safety professional who brings over 20 years of occupational health, safety and environmental experience. He is an author, a highly motivating speaker, and one of the most sought-after consultants in the industry due to the humor and contagious enthusiasm that make his sessions engaging and memorable. He has received the coveted ASSP Safety Professional of the Year award and currently serves as Director-at-Large on their board.



Date: Friday, August 2nd 9:40am
Location: Flagstaff Room

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