School of Risk Control Excellence

2020 Course Catalog
Welcome to the School of Risk Control Excellence
2020 Course Catalog

Leveraging our depth of knowledge across every industry we serve, CNA’s School of Risk Control Excellence (SORCE®) provides policyholders, agents and brokers with systematic, sustainable risk control resources that help effectively mitigate operational risk and adapt to new challenges and opportunities. We continuously identify emerging risks in the core industries we support and design courses that provide valuable information for alleviating those risks.

CNA is proud to be your trusted risk control resource. That includes SORCE, which has helped thousands of participants better understand and manage risk for more than a decade. CNA customers, agents and brokers have access to world-class, on demand training courses and an extensive library of guides, reports, checklists, tools and more at cna.com/riskcontrol.

CNA is committed to evolving with your ever-changing needs and dedicated to building and maintaining relationships that help ensure your continued success. CNA’s SORCE 2020 Course Catalog was created with this commitment in mind, and we look forward to working with you to anticipate, adapt and respond to emerging risks impacting your business.

Steven D. Hernandez
Senior Vice President
Global Risk Control
CNA

Gerran Geyser
Vice President
Risk Control, Global Specialty
CNA
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To inquire about SORCE® online, webinar and instructor-led offerings, contact your local Risk Control Consultant, email riskcontrol@cna.com or visit cna.com/riskcontrol.

Please note that SORCE® courses are offered at the discretion of CNA and based on scheduling and resource availability. Most courses are complimentary.
Experience That Sets CNA Apart

Deep-rooted Knowledge In Continuing Education

CNA Risk Control Consultants are specialists with an average of more than 20 years of experience in their respective fields, enabling us to better serve our valued customers by helping them to identify and manage risk exposures. Our consultants hold professional designations from, or are commissioned by, highly respected industry organizations. This international network of credentialed professionals remains on the leading edge of innovation so we can offer creative risk control advice and insight that help you increase productivity and profitability.

Our professional designations and commissioned licenses for Risk Control Consultants include:

- Associate Business Continuity Professional (ABCP)
- Associate in Risk Management (ARM)
- Attorney at Law
- Certified Industrial Hygienist (CIH)
- Certified Professional Ergonomist (CPE)
- Certified Safety Professional (CSP)
- Certified Fire Protection Specialist (CFPS)
- Certified Fraud Examiner (CFE)
- Certified Infrared Thermographer (CIT)
- Certified Information Privacy Technologist (CIPT)
- Certified Information Protection Professional (CIPP)
- Certified Professional in Healthcare Risk Management (CPHRM)
- Certified Protection Professional (CPP)
- Certified Public Accountant (CPA)
- Commercial Lines Coverage Specialist (CLCS)
- Construction Risk and Insurance Specialist (CRIS)
- Fellow of Information Privacy (FIP)
- Fellow, Society of Fire Protection Engineers (FSFPE)
- In-service Commissioned Inspector of Boilers and Pressure Vessels
- Professional Engineers (PE)
- UL Certified Risk Professional — Property
- UL Recognized Risk Engineer (UL RRE)

What We Offer (Blended Learning)

CNA Risk Control Consultants have deep industry experience and keen understanding of risk management principles, combined with an ongoing awareness of emerging issues.

SORCE® provides knowledge to managers and their teams responsible for making primary decisions within a company. SORCE® is designed to help companies understand risk management challenges facing businesses.

In 2020, CNA will continue to offer instructor-led courses through SORCE®. However, CNA Risk Control will also introduce eLearning courses to meet different learning styles. Based on proven adult learning principles, these online courses were designed to ensure that every learning experience is interactive and relevant.

SORCE® On Demand will continue to offer our library of risk control health and safety regulatory courses. This series of online courses help our customers in their efforts to train new employees, enhance productivity of operations and reduce the major types of claims that occur within an organization.
Client Materials
CNA offers materials, checklists and tools to help businesses take simple steps to manage everyday risks. Materials are developed for industries and line of business topics.

CNA’s SORCE® On Demand Includes:
- Mobile-friendly access to courses and resources anytime, anywhere
- Complimentary mini CNA risk management eLearning courses, including Driving in Today’s World, New Employee Orientation for both Construction and General Industry
- OSHA 10 and 30 authorized safety training can be taken by CNA Policyholders at a discounted rate for a nominal fee

CNA has SORCE On Demand courses available 24/7 via ClickSafety.

Course curriculum will be modified throughout the year as risks evolve.

We provide continuing education (CE) credits for select courses from institutions that have recognized CNA’s CE programs.

Earn Continuing Education Credits

Accountants
Continental Casualty Company, one of the CNA insurance companies, is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of Continuing Professional Education (CPE) Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Feedback regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website, learningmarket.org.

Insurance Adjusters and Lawyers
The CEU Institute is a nationally accredited provider of CE programs to insurance agents and lawyers. The CEU Institute has partnered with CNA to offer CE credits to adjusters for our SORCE® agent courses. CNA also offers CE credits to our Lawyers Professional Liability insurance customers, if applicable. Visit ceuinstitute.net to learn more.

Healthcare Professionals
CNA offers CE credits through the Certified Professional in Healthcare Risk Management (CPHRM) Program, which has been approved for 1.0 contact hour of continuing education credit by the American Society for Healthcare Risk Management (ASHRM) toward fulfillment of the requirements of the ASHRM designations of Fellow (FASHRM) and Distinguished Fellow (DFASHRM) and toward CPHRM renewal. Visit ASHRM.org to learn more.

Want a SORCE Event?
Contact your CNA Risk Control Consultant who can provide additional information on SORCE courses and determine course(s) best suited to fit your needs.
Agent and Broker Courses

CNA is dedicated to helping independent agents and brokers gain a deeper understanding of the industries they serve. We offer both face-to-face and webinar courses that provide independent agents and brokers the opportunity to learn on their schedule, and in many cases, also earn continuing education credit.

Additional SORCE® courses may be tailored to meet the needs of our agents and brokers. Please contact your local CNA branch to discuss how CNA’s Risk Control Consultants can provide additional education for your agency.

**NEW Block Chain – Impact on Commerce Stream**

**DURATION:** 1 HOUR

**COURSE OVERVIEW**
Block chain is a growing list of records managed by a cluster of computers that can create technology risks for companies. This course introduces block chain technology, its functionality and security limitations, and risks involved with using the technology. Guidance is provided to the participants for completing a risk assessment and security considerations. **ID: TECH – BC1**

**NEW Cyber Threats & Risk Management**

**DURATION:** 1 HOUR

**COURSE OVERVIEW**
You can’t eliminate the possibility of business disruptions – but you can prepare for them. Whether the cause is a storm, cyberattack or another unexpected event, a sudden disruption could affect your organization at any time. To grow and thrive in an uncertain risk environment, your business needs preparation to absorb, adapt and be resilient to disruptive events. This course provides an overview of the terminology, concepts and principles for improving your organization’s resiliency capability. **ID: AGTB – CTR1**

**Equipment Breakdown: Boiler Maintenance and Upkeep**

**DURATION:** 1 HOUR

**COURSE OVERVIEW**
Boiler maintenance is essential to managing a company’s exposure to equipment damage and possible disruption to business activities. This course provides an overview of daily, weekly, monthly and annual maintenance necessary to operate a boiler in an efficient and safe manner. Participants also learn how to perform daily checks on installed safety devices and review tracking of boiler operational logs. **ID: MUSE – BU04**

**Equipment Breakdown Coverages, Loss Exposures & Risk Control Techniques**

**DURATION:** 1 HOUR

**COURSE OVERVIEW**
Boilers, pressure vessels and mechanical/electrical equipment can break down. When this happens, operational and production schedules are adversely impacted and unexpected costs occur. This course examines equipment breakdown loss exposures, risk control techniques and insurance coverages that protect insured’s equipment and property. **ID: AGTB – EBC1**
**NEW**  Life Sciences Insurance Introduction  
**DURATION:** 2 HOURS  
**COURSE OVERVIEW**  
Agents and brokers serving the life sciences industry should obtain an understanding of the industry and common loss exposures. This course includes an overview of pharmaceutical/biopharmaceutical companies, medical device manufacturers, contract research organizations and contract manufacturing organizations. It also includes current trends, product liability and professional liability exposures, common insurance coverages and risk management.  
**ID:** AGTB – LSP1

**NEW**  Software as Medical Device  
**DURATION:** 1 HOUR  
**COURSE OVERVIEW**  
As technology continues to advance all facets of health care, software has become an important part of all products, integrated widely into digital platforms that serve both medical and non-medical purposes. Software, which on its own is a medical device – Software as a Medical Device (SaMD) – is one of three types of software related to medical devices. This course is designed to give participants the ability to understand and recognize Software as a Medical Device and understand how these devices are regulated, the challenges with their use and strategies to mitigate loss.  
**ID:** AGTB – SMD1

**NEW**  Understanding Product Liability Risks  
**DURATION:** 1 HOUR  
**COURSE OVERVIEW**  
Businesses that make or sell products are responsible for ensuring their products can be used in a safe manner and do not pose a hazard to the public. This course provides an understanding of product liability risks, mitigation strategies and related insurance coverages. Special focus is placed on the development of effective safety labels and warnings, along with the hierarchy of controls.  
**ID:** AGTB – PLR1
Courses by Industry

Building deep knowledge of our clients’ industries is one of CNA’s core business strategies. Our concentration on specific industries and insurance coverages enables us to provide more distinctive expertise to the challenges our customers face every day – regardless of size.

The following SORCE® courses are aligned to specific industries in which we have experience and scale, including Commercial Real Estate, Construction, Financial Institutions, Healthcare, Life Sciences, Manufacturing, Professional Services and Technology.

Small businesses face a unique set of challenges, often with fewer resources than larger companies in their field. To help these customers better manage their exposures and maintain their competitive edge, CNA can adapt any of our courses and programs for small business agents or their clients. In addition, we offer a comprehensive set of online risk control resources.
Commercial Real Estate

CNA takes a consultative approach to helping commercial real estate businesses evaluate, manage and anticipate business risks beyond typical property exposures – addressing issues, including general liability, cyber liability and management liability. We offer risk control courses and services that help our customers maintain financial stability, uphold their reputation and grow their business.

NEW Water Damage Risk Assessment and Pre-Planning for Emergency Response/Loss Mitigation
DURATION: 1 HOUR
COURSE OVERVIEW
This course provides an overview of common sources of water damage prevention and response procedures, course is intended for all general industries in North America. ID: MUSE – WDE1

Site Security
DURATION: 1 HOUR
COURSE OVERVIEW
Real estate property owners should be involved in protecting personnel and business assets. When developing a building or onboarding tenants, site security should be assessed (e.g., lighting, video surveillance and secure access). This course examines site security protection to mitigate primary business threats. ID: MUSE – SS02
Construction

Construction is an industry with a plethora of hazards. Effectively managing these risks is critical. For more than 60 years, CNA has led the industry in providing comprehensive, flexible insurance products and services that address the specialized needs of contractors and construction professionals. Several CNA staff members hold International Risk Management Institute (IRMI) Construction Risk and Insurance Specialist (CRIS®) designations. This extensive experience, along with a deep understanding of all phases of the construction process, has helped CNA to foster relationships with leading national and regional trade associations. Whether it is finding the right program for the exposures of faulty workmanship, pollution liability, or work-related accidents and injuries, you need a carrier that is committed to helping you reduce the incidence of risks, every step of the way.

Crane Signal Person
DURATION: 2 HOURS
COURSE OVERVIEW
Construction sites are generally busy and loud, with multiple contractors performing work. The crane signal person has a major responsibility and challenge to work around job site hazards in guiding ground operations and communicating with crane operators to prevent crane accidents. This course helps identify basic hazards associated with signaling crane operations, describes skills and knowledge for using hand and voice communication to safely direct crane movements and defines OSHA requirements for Crane Signal Person Qualification CFR 1926.1428. ID: CONS – CSP1

Excavation Safety: National Utility Contractors Association Certification
DURATION: 8 HOURS
COURSE OVERVIEW
Workers performing trenching and excavations are exposed to cave-ins. Although the responsibility for job sites resides with the contractor, the National Utility Contractors Association (NUCA) offers contractors competency assistance training for construction workers. This course includes Subpart P – Excavation Standard definitions, protective system requirements, soil classification and handling OSHA inspections. ID: CONS – NUC8

FallPRO: Falls and Fall Protection
AVAILABLE IN SPANISH
DURATION: 1 HOUR
COURSE OVERVIEW
Falls are a leading cause of fatalities in the construction industry. This course addresses fall protection issues directly related to construction hazards. It includes steps for implementing a comprehensive process that addresses this leading cause of loss and builds upon that process with practical fall protection teaching methodologies. A demonstration of recommended tools is provided, including a directory of available resources to assist participants with developing and executing new techniques. ID: CONS – FP01
NEW Job Site Safety Awareness  
DURATION: 1 HOUR  
COURSE OVERVIEW  
Construction job sites can create life-threatening exposures if safety is overlooked. Job site safety awareness can improve job performance, work productivity, quality and safety. This course provides information on improving communication and conducting hazard assessments to prevent injuries to workers as well as loss and damage to equipment and machinery. ID: CONS – JSA1

Lean for Construction: Motion is Money®  
DURATION: 1 HOUR  
COURSE OVERVIEW  
The cost of doing business, coupled with a maturing workforce, requires employers to examine injury costs and productivity. Motion is Money® integrates principles of ergonomics with concepts of lean construction. The course focuses on reducing workplace exposures while increasing productivity, enhancing worker efficiency and improving profitability. Motion is Money® is CNA's proven business tool for the construction industry. ID: CONS – MM01

OSHA 10-Hour for Construction*  
DURATION: 10 HOURS  
COURSE OVERVIEW  
This course provides training on construction safety and health with an emphasis on hazard identification, avoidance, control and prevention. Topics follow OSHA Part 1926 Safety/Health Regulations for Construction, which covers electrical safety, fall protection, trenching and excavation, scaffolding and personal protective equipment. ID: CONS – OS10

*OSHA 10-Hour for Construction can be taken online for a fee.

Construction On Demand Courses: (<15 minutes)  
- NEO – New Employee Orientation for Construction (Multiple Modules)  
  - Aerial Work Platforms  
  - Basic Rigging  
  - Caught In/Between  
  - Concrete Construction  
  - Confined Space  
  - Cranes  
  - Defensive Driving/Fleet Safety  
  - Electrical Safety  
  - Fall Protection  
  - Fire Extinguisher Safety  
  - Forklifts  
  - Guarding Floor/Wall Openings/Holes  
  - HAZCOM - Hazard Communication/Global Harmonization  
  - Ladders  
  - Power Tool Safety  
  - PPE - Personal Protective Equipment  
  - Scaffolding  
  - Scissor Lifts  
  - Slips, Trips and Falls  
  - Struck Against  
  - Struck By  
  - Trenching and Excavations  
  - Welding, Cutting, Hot Work

Access these SORCE On Demand courses via ClickSafety.
Financial Institutions

In an increasingly complex and evolving regulatory environment, financial institutions confront unprecedented levels of business risk, from lenders' liability and asset management to growing online cybersecurity threats. To better address, anticipate and minimize the effects of those risks, CNA utilizes our industry-leading experience and our ability to evaluate the complex and emerging risks to create risk control courses and services that help our customers maintain their competitive edge.

**NEW Block Chain – Impact on Commerce Stream for Financial Institutions**

**DURATION:** 1 HOUR

**COURSE OVERVIEW**

Block chain is a growing list of records managed by a cluster of computers that can create technology risks for financial institutions. This course introduces block chain technology, its functionality and security limitations, and risks involved with the technology. Guidance will be provided to the participants for assessing risks and security considerations.

**ID:** FIIN – BCE1

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**Exposures and Controls for Office Ergonomics**

**DURATION:** 1 HOUR

**COURSE OVERVIEW**

Office ergonomic injuries can be debilitating and negatively affect an employee's work productivity. Back injuries, repetitive motion injuries and eye strain represent a few of the common risks in an office environment. This course explores common office risks and provides business advice to minimize the risk factors associated with office work.

**ID:** FIIN – ECF1
Healthcare

As one of the leading underwriters of professional liability insurance coverages in the healthcare marketplace, CNA understands the challenges encountered by healthcare organizations. We are dedicated to providing insurance products and services to a wide spectrum of healthcare organizations and providers, including aging services facilities, hospitals, nurses, physical therapists, and allied healthcare facilities such as medical laboratories.

We help manage the financial impact of risk through strategies designed to help prevent losses from occurring. Our nationwide staff of highly experienced consultants has earned the Certified Professional in Healthcare Risk Management credential, and other industry-related designations. These professionals provide our customers with value-added consultative services to help them identify and manage liability and data privacy exposures, minimize risk, enhance patient and resident safety, and reduce the vulnerability to a claim.

**NEW** Falls in Aging Services
**DURATION: 1 HOUR**
**COURSE OVERVIEW**
Falls in aging services organizations continue to be a frequent and costly occurrence. This course reviews the trends noted in claim data and provides risk control strategies to minimize falls and mitigate potential liability exposures. **ID: HLCE – FAS1**

**NEW** Managing Risks – The Mental Health Crisis in Healthcare
**DURATION: 1 HOUR**
**COURSE OVERVIEW**
This course examines exposures created by the shift of behavioral health service delivery from institutionalization to outpatient treatment. Specifically, we discuss the behavioral health exposures in primary care, emergency departments and aging services, and also risk management strategies to minimize exposures. **ID: HLCE – MGR1**

**NEW** Physician Burnout Epidemic – Care for the Caregiver
**DURATION: 1 HOUR**
**COURSE OVERVIEW**
This course examines the impact of physician burnout and how it influences patient care, physician quality of life, and healthcare organization success. The course discusses ways healthcare organizations can proactively support physicians and reduce burnout. **ID: HLCE – PBE1**
Healthcare Claim Studies

CNA’s years of expertise in the healthcare field provides healthcare claim studies with deep and rich insights into liability environment as well as effective risk control strategies. Studies address liability issues affecting pharmacies, aging services providers and nurse practitioners.

Aging Services 2018 Claim Report: Valuing Employees and Minimizing Risks
The claim report is a presentation of the Aging Services 2018 Claim Report, which is designed to encourage change in this critical segment. The report provides insights of four industry leaders, highlights the importance of staff retention and addresses characteristics shared by successful aging services communities. The data analysis focuses on fall and pressure injury-related closed claims and offers examples of the most expensive claims in these and all other allegations. Through this study, a greater appreciation of the importance of staff retention in achieving success is emphasized.

Nurse Practitioner Claim Report Update
4TH EDITION
Selected findings from the Nurse Professional Liability Exposures: 2015 Claim Report Update have been used to illustrate predominant allegations and other key characteristics of claims asserted against nurses. This study also offers practical risk control recommendations to aid nurses in mitigating patient injuries and loss.

Selected findings from the Pharmacy Claim Report Update, 2nd Edition were used to illustrate predominant allegations and other key characteristics of claims against pharmacists and pharmacy business owners. The claim study also offers practical risk control recommendations to aid pharmacists and pharmacy business owners in mitigating patient injuries.
Life Sciences

Life sciences organizations are at the forefront of an emerging healthcare landscape. CNA understands how the product development process creates a unique set of liability exposures for life sciences companies. As one of the largest U.S. insurers in the life sciences market, we bring extensive industry knowledge, as well as underwriting and claim capabilities, to ensure life sciences companies have the appropriate coverage levels to address their unique exposures. CNA Risk Control professionals provide customer-focused services including organizational risk evaluations, claims analysis and customized educational programs.

NEW Medical Device, Pharmaceutical Manufacturing and the FDA Approval Process
DURATION: 1 HOUR
COURSE OVERVIEW
Medical device and pharmaceutical manufacturing is heavily regulated by the FDA. Many companies, including subcontractors, are either directly, or are contemplating, manufacturing-regulated products. This course includes an overview of medical device and pharmaceutical manufacturing, their differences and how the FDA website not only tracks but can also be used to evaluate a company and the quality of its products.

ID: LISC – MED1
Manufacturing

As a world leader in advancing safety, CNA delivers a tailored risk management approach that is estimated to save manufacturers thousands of dollars and thousands of hours every year, with a focus on operational efficiency and employee safety.

CNA has more than 200 Risk Control staff members worldwide, and is the only insurance carrier with professionals who have earned the Recognized Risk Engineers (RRE) designation by UL, a leader in advancing safety. Whether you’re facing equipment breakdown, supplier or distributor challenges, product transmission or liability or employee safety, CNA provides the tailored risk control to keep your business running strong.

**NEW Basics of Labels and Warnings for Manufacturing**

**DURATION: 1 HOUR**

**COURSE OVERVIEW**
Although manufacturers have an obligation to warn consumers about potential product hazards, failure to warn remains a common claim allegation. Product regulations place increased responsibilities on companies to cover product risks. This course describes regulatory principles about product labels and warnings and manufacturers’ obligation to the consumer.

**ID: MNFG – LWM2**

**Lean for Manufacturing: Motion is Money®**

**DURATION: 1 HOUR**

**COURSE OVERVIEW**
The cost of doing business, coupled with a maturing workforce, requires employers to look at injury costs and productivity. Motion is Money® integrates principles of ergonomics with concepts of lean manufacturing. This course focuses on reducing workplace exposures while increasing productivity, enhancing worker efficiency, and improving profitability. Motion is Money® is CNA’s proven business tool to reduce injury exposures for the manufacturing industry.

**ID: MNFG – MM01**

**Equipment Breakdown: Exposures and Emergency Planning**

**DURATION: 1 HOUR**

**COURSE OVERVIEW**
This course helps identify loss exposures specific to equipment breakdowns. It also provides an overview of how to develop business continuity plans in response to these exposures at manufacturing facilities to help reduce operational losses.

**ID: MNFG – EBP1**
OSHA 10-Hour for General Industry*
DURATION: 10 HOURS

COURSE OVERVIEW
This course follows OSHA’s 1910 regulations. It provides basic health and safety training with an emphasis on hazard identification, avoidance, control and prevention. Topics include an introduction to OSHA Part 1910 Walking and Working Surfaces, electrical safety, emergency action/fire prevention plans, flammable and combustible liquids, personal protective equipment, machine safeguarding, hazard communication, industrial hygiene/blood borne pathogens and ergonomics.

ID: MNFG – GI10

*OSHA 10-Hour for General Industry can be taken online for a fee.

Manufacturing On Demand Courses: (<15 minutes)

- Robots & Cobots (Safeguarding)
- NEO – New Employee Orientation for General Industry (Multiple Modules)
  - Basic Rigging
  - Caught In/Between
  - Confined Space
  - Cranes
  - Defensive Driving/Fleet Safety
  - Electrical Safety
  - Fall Protection
  - Fire Extinguisher Safety
  - Flammable/Combustible Liquids
  - Forklifts
  - HAZCOM- Hazard Communication/Global Harmonization
  - Ladders
  - Machine Safeguarding
  - MMH- Manual Material Handling
  - Occupational Hazards
  - Office Ergonomics
  - Power Tool Safety
  - PPE- Personal Protective Equipment
  - Scissor Lifts
  - Slip/Trip
  - Struck Against
  - Struck By
  - Welding, Cutting, Hot Work

Access these SORCE On Demand courses via ClickSafety.
Professional Services

We are the nation’s leading provider of professional liability insurance because we understand the complex challenges of serving clients and growing a business for architects, engineers, accountants, lawyers, management consultants and real estate agents.

Backed by our “A” rating for financial strength by A.M. Best, industry experience and a broad portfolio of products, CNA has proactively helped professionals address the challenges and risks of managing their practice for more than 50 years.

Our educational programs for professional services firms have been designed by professionals with practical experience in their fields and have received wide recognition in the industry.

NEW **Accountants Liability: Balancing Risk and Reward**

**DURATION:** 4 HOURS

**COURSE OVERVIEW**
A CPA’s decisions and actions have risk implications. The benefits of a client or engagement must be balanced with its professional liability risk. Participants will understand how the decisions they make while operating their firm and delivering client service impact the firm’s risk, and learn strategies to respond to those risks.

**ID:** SPAL – BRR4

For registration information, contact CNA Accountants Professional Liability Risk Control at 800-262-8060, or email specialtyriskcontrol@cna.com.

NEW **Safe Harbors and Calm Seas: Navigating Risks in Law Practice**

**DURATION:** 2 HOURS

**COURSE OVERVIEW**
From solos to large firms, attorneys must remain vigilant in navigating the risks of a modern practice. This course explores best practices for handling potential malpractice claims, liability exposures in legal technology and lateral hires, conflict of interest scenarios and recent cases that challenge attorneys to think critically about practice management.

**ID:** SPLP – SHC2

For registration information, contact CNA Lawyers Professional Liability Risk Control at 866-262-0034 or email lawyersrisk@cna.com.
Technology

Technology is evolving at a blinding speed. Yet, with new discoveries come emerging risks that can cause serious setbacks if not addressed. At CNA, we stay ahead of the technology curve, developing coverages and services that quickly respond to emerging risks and global exposures for virtually any sector of the technology industry. CNA Risk Control Consultants combine the latest market insight with technology experience to help identify and mitigate exposures and adapt and develop relevant programs that keep businesses moving forward with confidence and peace of mind.

NEW  Cyber Threats & Risk Management – Construction Industry
DURATION: 1 HOUR
COURSE OVERVIEW
All businesses face increasing threats from cyber-related incidents. With an emphasis on the Construction Industry this course provides an overview of the current threat environment; analysis of leading types of incidents; and impacts on construction businesses. This course offers practical approaches to risk management and insurance coverage solutions. ID: AGTB – CCO1

NEW  Internet of Things/Network of Things
DURATION: 1 HOUR
COURSE OVERVIEW
Many devices can be connected to a network and become part of the Internet of Things. That's only part of the story. This course provides a foundational understanding of the Internet of Things/Network of Things. Participants are introduced to key questions that will lead to understanding the exposures and mitigating controls for connected devices. ID: TECH – INT1

Technology On Demand Course: (<15 minutes)
• Social Engineering Ransomware
Access these SORCE On Demand courses via ClickSafety.
General Courses

**NEW** Business Resiliency
DURATION: 1 HOUR

**COURSE OVERVIEW**
You can’t eliminate the possibility of business disruptions – but you can prepare for them. Whether the cause is a storm, cyberattack or another unexpected event, a sudden disruption could affect your organization at any time. To grow and thrive in an uncertain risk environment, your business needs preparation to absorb, adapt and be resilient to disruptive events. This course provides an overview of the terminology, concepts and principles for improving your organization’s resiliency capability.

**ID:** MUSE – BR01

**NEW** Distracted Driving
DURATION: 1 HOUR

**COURSE OVERVIEW**
Distracted driving poses significant risk to every business that has employees who drive both company-owned and personal vehicles on company business. This course will discuss the common activities that divert attention from the road including texting, mobile phone use, eating/drinking, reaching for an object, talking to a passenger and reading navigational systems.

**ID:** MUSE-DD02

**NEW** Electrical Safety
DURATION: 1 HOUR

**COURSE OVERVIEW**
Electrical exposures are present in all aspects of our lives. Hazards include electrical shock, burns when exposed to energized parts, and fires resulting from an electrical fault. Electricity can be a source of ignition, especially when a potentially flammable or explosive atmosphere is present, such as a spray booth. This course provides electrical safety identification for processes and procedures of switchgear, breakers and portable hand tools.

**ID:** MUSE – ELS1

**Employment Practices Liability: Understanding the Exposure and Managing the Risk**
DURATION: 2 HOURS

**COURSE OVERVIEW**
This course examines federal employment law, employment practices liability (EPL) exposures, EPL insurance and the techniques employers may consider to help minimize claims. Topics include an overview of federal employment law, current trends and statistics, insurance coverages and risk control practices.

**ID:** MUSE – EPL2

*This course is not intended for individual policyholders*
Issues and Practices*
DURATION: 1 HOUR

COURSE OVERVIEW
This course addresses the most current trends and issues in employment practices liability (EPL) — especially as they pertain to administrative agency enforcement activity and the Equal Employment Opportunity Commission. Recent topics have included hiring practices, social media and compliance with the Americans with Disabilities Act (ADA). Participants learn practical information and tips they can implement in their organization to assist in minimizing EPL risks.

ID: MUSE – EPL1

*This course is not intended for individual policyholders

Foundation of an Effective Product Liability Program
DURATION: 1 HOUR

COURSE OVERVIEW
Manufacturers are required to ensure their products are reasonably safe before placing them in the marketplace. Product safety includes a variety of processes: design review; creation of effective warnings, labels and instructions; quality control procedures; sales and advertising review techniques; recordkeeping requirements and field performance monitoring. This course examines product liability cases and sample techniques for developing an effective product liability program. ID: MUSE – FEP1

NEW Industrial Ergonomics: Introduction to Exposures and Controls
DURATION: 1 HOUR

COURSE OVERVIEW
Working in an industrial environment can be physically demanding and may expose employees to musculoskeletal risk. This course helps you identify ergonomic risk factors and assists with the development of ergonomic solutions. ID: MUSE – IEC1

Load Securement
DURATION: 1 HOUR

COURSE OVERVIEW
Cargo securement requirements dictate proper placement and anchoring of equipment and materials in pickups, flatbeds, trailers and other vehicles. This course is based on load securement standards and provides an overview of proper load securement practices. ID: CONS – LSE1

Additional On Demand Courses Available: (<15 minutes)

- Cybersecurity
- Electrical Safety
- Driving in Today’s World (4 modules)
  - Distracted Driving
  - Driver Selection
  - Load Securement
  - Negligent Entrustment

Access these SORCE On Demand courses via ClickSafety.
Association Relationships

CNA is actively involved in the industry segments we serve. We maintain relationships with many of the national trades and professional associations that assist our customers.

That means we can develop specialized insurance and risk control programs based on in-depth insights gained through our relationships. In addition to the many state and local organizations CNA works with to provide insurance solutions, the following organizations have endorsed CNA as an insurance carrier of choice for their members:

- American Institute of Certified Public Accountants
- American Society of Concrete Contractors
- American Subcontractors Association
- Associated Builders and Contractors, Inc.
- Fabricators & Manufacturers Association, Intl.
- Healthcare Providers Service Organization
- Independent Electrical Contractors Association
- Land Improvement Contractors of America
- Marine Retailers Association of America
- Mechanical Contractors Association of America
- National Association of REALTORS®
- National Roofing Contractors Association
- National Society of Professional Engineers
- National Utility Contractors Association
- Northeast Spa & Pool Association
- Nurses Service Organization
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