



From Missteps to Mastery:

BUILDING RESILIENT POOL OPERATIONS



June 16–17, 2026 | 8:00 am – 5:00 pm

Location: Safety National Head Quarters: 1832 Schuetz Rd, Saint Louis, MO 63146

Audience: Members, Claims Professionals, Pool Directors, Underwriters, and Loss Control Specialists

Description:

Join us for an immersive two-day learning experience designed to empower risk pools in building resilience and operational excellence. This program, *From Missteps to Mastery: Building Resilient Pool Operations*, focuses on transforming challenges into opportunities for growth through proven strategies and practical applications. Participants will gain valuable insights, actionable tools, and collaborative approaches to strengthen organizational resilience, minimize risk, and achieve measurable results.

Day 1 – June 16, 2026

- **8:00 – 8:15 AM | Welcome and Opening Remarks**
- **8:15 – 10:00 AM | Session 1: Cohesion and Cross-Functional Impact: Building Stronger Teams Across Operations**
Objective: Inspire and equip attendees with a deeper understanding of how cross-functional collaboration and team cohesion drive organizational success.
- **10:15 AM – 12:00 PM | Session 2: Back to the Basics – Fundamentals of Effective Claims Handling**
Objective: Revisit the core elements of solid claims handling and how minor oversights can escalate into major problems.
- **1:00 – 2:45 PM | Session 3: Partnering with Defense Counsel: Setting Expectations and Driving Results**
Objective: Learn how to manage and collaborate with defense counsel to protect the organization's interests.
- **3:00 – 4:45 PM | Session 4: Turning Data into Prevention and Savings**
Objective: Equip participants with confidence and practical strategies to use data for identifying early warning signs, preventing recurring issues, and leveraging Loss Control partnerships to reduce risks and deliver measurable cost savings.



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Day 2 – June 17, 2026

- **8:00 – 9:45 AM | Session 5: Actuarial Insights – Reserves, Trends, and the Bigger Picture**
Objective: Understand how actuarial data informs strategy and why accurate reserves are critical.
- **10:00 – 11:45 AM | Session 6: Working with Your Underwriter – Aligning on Risk and Claims Trends**
Objective: Foster collaboration between claims and underwriting to manage shared risks.
- **12:45 – 2:30 PM | Session 7: Closing the Loop – Course & Workshop on Effective Claim Resolution**
Objective: Apply practical methods for strategic and efficient claim closures.
- **2:45 – 4:30 PM | Session 8: Bridging the Gap Between Workers’ Comp and Liability: Understanding the Crossover Risks in Public Safety**
Objective: Explore the interconnection between officer wellness, workers’ compensation, mental health, and liability claims. Learn strategies for holistic risk management and cross-domain collaboration to reduce exposures and costs.
- **4:30 – 5:00 PM | Closing Remarks & Appreciation**