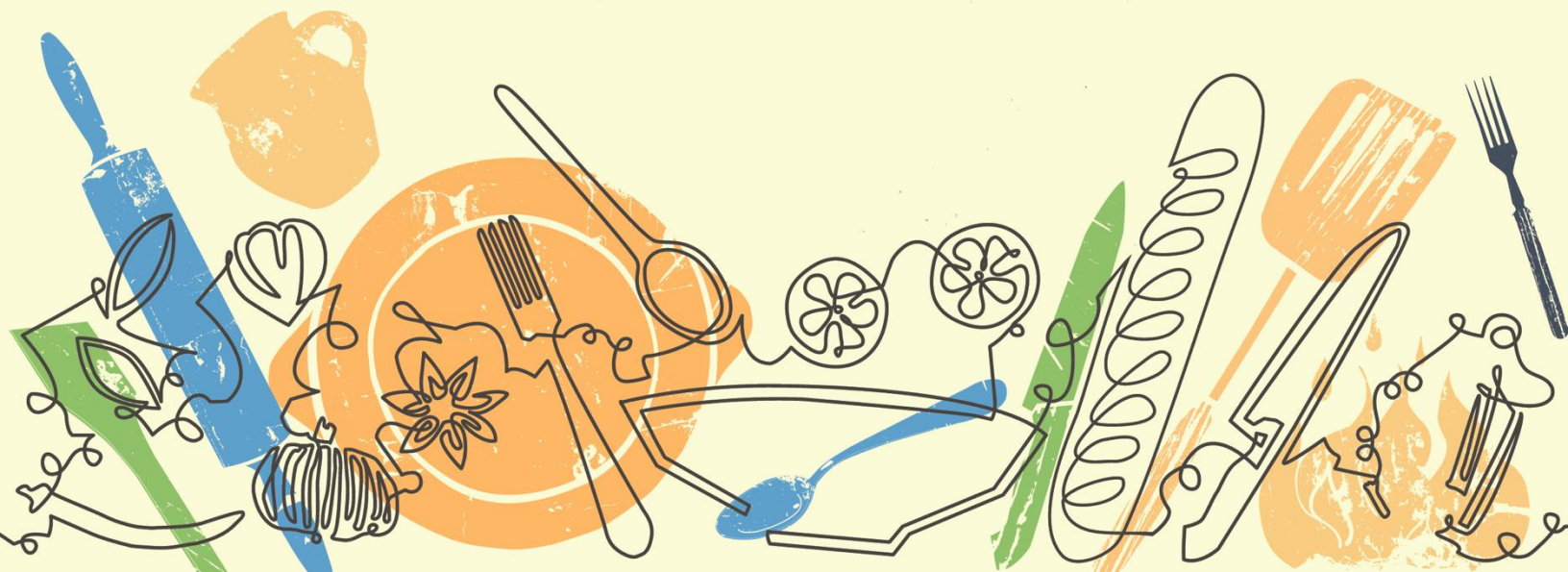


2022 VIRTUAL
Risk Summit
FOOD FOR THOUGHT





Insurance Fundamentals

Tuesday, April 5, 2022

Beneath the Toque Blanche: Insurance Industry Unveiled

Tuesday, April 5th 10:15 AM - 10:45 AM

Ever since Disney/Pixar's inspiring *Ratatouille*, you never know what little chef lies beneath the toque blanche, or chef's hat. Nonprofit leaders might sense the same mystery when it comes to the insurance industry. If you've been reluctant to learn more because you either don't have the time or fear being overwhelmed, this kick-off session is for you! Join NRMC to learn about 'front of house' versus 'back of house' roles in the industry and relevant trends and forces. Increase your confidence about who does what and why it matters to you.

Deconstructing Delicious Dishes: An Insurance User's Guide

Tuesday, April 5th 11:00 AM - 11:45 AM

Have you been tasked with managing your nonprofit's insurance program or assessing whether an insurance policy provides adequate coverage for your organization's exposures? The first step to transferring risk through insurance is developing a clear understanding of how insurance policies work. Attend this workshop to learn about the anatomy and components of insurance policies, how to read and interpret policy language, and what you should be asking to fully understand your coverage—before you need to rely on it. Following in the footsteps of visionary chefs, deconstructing your insurance coverage could become your greatest recipe.

Viral Vittles: Industry Innovations and Delectable Disruptions

Tuesday, April 5th 12:00 PM - 12:45 PM

Do you ever spend time salivating over viral food trends on social media? Look no further than this workshop to get your foodie fix! Join this session to hear from respected leaders of insurance carriers as they anticipate industry trends and give you an inside scoop on disruptions shaping the industry's future. Explore how insurance leaders are pioneering possibilities and leveraging opportunities. Bring your imagination to this fascinating session exploring the future of insurance!

Connect with Your Celebrity Chef: Leveraging Your Insurance Broker and Agent Allies

Tuesday, April 5th 1:00 PM - 1:45 PM

Popular cooking TV shows enable rising stars to connect with celebrity chefs as partners and mentors. Of course, each celebrity chef has unique expertise, expectations, and style... much like the incredible array of insurance industry partners available to nonprofit teams. Attend this panel workshop featuring sets of speakers who are perfectly partnered pairs: a nonprofit risk leader with their insurance broker or agent. Explore how these allies established their productive working relationships, and how each pair advocates for adequate insurance coverage on behalf of the nonprofit they serve. Better understand the value and services you should expect from your insurance partners, who you'll be itching to contact after this session!

Cyber Insurance Cookbook: Recipes for Comprehensive Coverage

Tuesday, April 5th 2:00 PM - 2:45 PM

Like complex cookbook recipes, the ever-changing environment of cyber threats and evolving cyber insurance can confuse even the most discerning nonprofit leaders. Boost your ability to decipher cyber coverage components by attending this session. Explore the insuring agreements that protect nonprofit policyholders from various cyber risks, distinguish between first-party versus third-party cyber liability risks, and learn to "speak cyber" sufficiently to collaborate more effectively with insurance partners and your internal IT team.

Bake at 350: Brokers in the Hot Seat

Tuesday, April 5th 3:00 PM - 3:45 PM

Bring your burning questions to this Q&A-style panel session featuring three experienced brokers who devoted their careers to serving nonprofit sector clients. Turn up the heat and put these brokers on the spot with the questions you always wanted to ask, like:

- What are the most common insurance "gotchas" and what must I do to avoid them?
- I'm making an insurance presentation to my board next month. What are a couple of things about our insurance portfolio that our board probably doesn't know, but should?
- I understand that insurance broker commissions vary by coverage, by carrier, and by status with a carrier. Can you help me unwrap the mystery ingredients of broker compensation and tell me whether a broker's compensation usually higher with an incumbent carrier than with a prospect carrier for my account?
- Last year our broker indicated they took our program to market, but then recommended that we stay with the same carriers. The chair of my audit committee mentioned that some insurance brokers aren't very ethical and instead of submitting applications, simply ask carriers to decline to quote. What does it really mean to take an insurance program to market?
- What tips would you offer to help me get the most from my insurance shopping experience?

Enticing Scents in the Spice Set: Making Your Nonprofit Stand Out to Insurance Carriers

Tuesday, April 5th 4:00 PM - 4:45 PM

Nonprofit missions often invite special risks, interactions with vulnerable populations, and significant scrutiny from external stakeholders with understandably high ethics expectations. Attend this workshop to keep your nonprofit smelling savory—not sour—to insurance carriers. Learn how to make your nonprofit an attractive risk to carriers when shopping for coverage or renewing a long-standing policy. Whether improving your insurance applications in terms of quality and consistency of information, or enacting plans to address a problematic claims history, leave this session with greater confidence in your capacity to attract coverage in a competitive market.

Mise en Place: Proactively Improving Your Insurance Program with NRMCM Insights and Services

Tuesday, April 5th 5:00 PM - 5:30 PM

Productive chefs chop out complacency by proactively preparing their ingredients and equipment, and by practicing and perfecting their processes before cooking for a crowd. Nonprofit teams must embrace the same spirit of proactive improvement to optimize their insurance programs. The Nonprofit Risk Management Center (NRMCM)—your Risk Summit host—offers insurance consulting services to nonprofit clients, including insurance coverage reviews and broker selection processes. Join this session to hear practical tips for evolving the management of an insurance portfolio. Learn how risk assessment informs an insurance coverage review, and learn why, when, and how to explore available brokerage services or to validate your nonprofit's relationship with its existing broker.



Risk Management Fundamentals

Wednesday, July 20, 2022

Welcome!

Wednesday, July 20th 10:00 AM - 10:15 AM

Join Melanie and Kitty for the kick-off to day 2 of the Virtual Risk Summit. This opening session is akin to sitting at the chef's table in your favorite restaurant. Your hosts will share insights from their years of designing and attending risk-themed events. Learn what you can do during and after the conference and before the next event (on October 13th), to operationalize the most compelling insights and takeaways from today's sessions. The tips shared during the Welcome session will help you leverage learning from this and other virtual and in-person workshops and conferences!

Writing Risk Recipes: Envisioning Risk Program Goals and Activities

Wednesday, July 20th 10:15 AM - 10:45 AM

Most recipes communicate the ingredients and preparation methods needed to deliver a desired dish. Risk management program goals and activities must connect the same way. Attend this workshop to envision expected—and aspirational—outcomes of a risk program, and all the activities and inputs needed to execute that vision. Learn to clarify and challenge these connections at your nonprofit to ensure that risk management activity truly delivers the value your team desires. Learn from a thought leader and experienced risk management consultant where and how these connections commonly crumble, and how to revamp risk program planning and implementation to achieve your team's ambitions.

Culinary Competence: Empowering Staff in Your Risk Program

Wednesday, July 20th 11:00 AM - 11:45 AM

Developing the risk-awareness and risk management competence of staff teams enables nonprofit teams to better identify, understand, and prioritize emerging risks. Leverage diverse staff perspectives to shape your agency's approach to risk identification, like a staff-driven early warning system. In response to risk, empower your staff to design risk management activities that cross silos and take your whole agency's needs into consideration. Learn how to design and deliver broad risk-awareness training for staff teams, and sleep better at night knowing your staff are more capable and confident in calling out the uncertainties your nonprofit faces.

Taking Risk in the Kitchen and Beyond

Wednesday, July 20th 12:00 PM - 12:45 PM

Chef Christine Ha is no stranger to risk-taking! Ha is the blind cook who won "MasterChef" season 3; she is a New York Times best-selling cookbook author and has opened two restaurants in the Houston, Texas, area that have received high honors from the James Beard Foundation. Join this special guest speaker for a summertime "fireside chat" exploring her culinary and business careers. Listen as she imparts her insights into taking risks as a contestant and her advice to foodies and home cooks about taking more risks in the kitchen, while dining out, and in life! Ha's lessons learned are sure to be an inspiration for taking more risks for your mission.

Honestly Dishonest: Why Honest People Steal

Wednesday, July 20th 1:00 PM - 1:45 PM

Good people make bad choices and bad people make good choices. Using behavioral economics (think Dan Ariely and Richard Thaler), neuroscience, anecdotes and real life examples, the speaker for this workshop will explain how 'tone at the top' and leader behaviors affect the perceptions and behaviors of staff in a dynamic, mission-driven organization.

This is not your regular, boring ethics presentation. Nonprofit leaders work hard to hire competent, dedicated staff and work equally hard to pay competitive wages and offer generous benefits packages. Why would someone you thought was a great match for your mission steal from that mission? Human behavior is incredibly complex and we can never know all the motivations behind bad behavior. Most nonprofit executives don't have degrees in psychology, sociology, or criminology. This presentation will inspire you to look at fraud risk differently and change your ideas of how honest people behave and why they might rob your mission of needed financial resources and assets.

Blindspots: Recognizing and Acting on Unconscious Bias in Risk Management

Wednesday, July 20th 2:00 PM - 2:45 PM

This engaging sessions reveals the role of bias in the discipline of risk management. Join our dynamic speaker for a fresh approach to diversity, equity, inclusion and unconscious bias and how it impacts the perception of risk professionals and the reception to risk programs. Leave this session with a deeper awareness and understanding of how bias impacts decisions shrouded in uncertainty.

Cranking Out Cuisine on the Line: Preparing Practical and Prudent Risk Action Plans

Wednesday, July 20th 3:00 PM - 3:45 PM

Line cooks get the job done deliciously, often in a fast-paced, high-stress environment requiring rigor, focus, and judicious action. Nonprofit teams focused on meaningful risk mitigation need the same mindset to move from risk identification to risk action. During this workshop, attendees will learn how to avoid “list management” and effectively transition from risk identification to risk management action planning. The speakers will share criteria and considerations for what constitutes a sensible, surefire risk action plan—how to know if your risk action plan is working—and, how to craft a contingency plan when needed.

Whisk in Risk: Top Legal Risks Facing Nonprofits

Wednesday, July 20th 4:00 PM - 4:45 PM

Restaurateurs and chefs at the top of their games often anticipate and help create industry trends. Risk management mastery also requires foresight as the complexity and cadence of risk continues to rise. Join this session for a fast-paced forecast of the top legal risks facing the nonprofit sector. Prepare your team to tackle trending threats and evolve your risk management efforts as those threats emerge.



Advanced Risk Management + Enterprise Risk Management

Thursday, October 13, 2022

From Foodies to Picky Eaters: Exploring Risk Appetite

Thursday, October 13th 10:00 AM - 10:45 AM

Each nonprofit team has a unique position on risk-taking: what is considered an acceptable and appropriate level of risk-taking in order to move a nonprofit's mission forward. Join this session to explore the concept of risk appetite and how your team can define what constitutes appropriate risk-taking for you. Many ERM professionals believe that a carefully considered risk appetite framework can enable a team to align its risk-taking decisions to optimize performance toward objectives, while maintaining agency-wide risk at a level deemed tolerable to the organization's health. Other ERM thought leaders appreciate risk appetite theoretically, but find its execution to be flawed—especially if risk appetite work is not actionable by management. During this session, attendees will learn about the wide array of perspectives on risk appetite, and common components of a risk appetite framework including statements on appetite, tolerance, and capacity. Come prepared to learn how to make risk appetite more actionable for nonprofit leaders—like you!

The Executive Chef: Designing Risk Workshops for an Executive or Senior Management Team

Thursday, October 13th 11:00 AM - 11:45 AM

Take your Risk Champion craft to new heights in this session by preparing to pitch Enterprise Risk Management (ERM) concepts and deliver advanced risk training to your nonprofit's leadership team. Hear from experienced nonprofit risk professionals who have effectively engaged their executive leadership as ERM partners. Learn what language to use to connect with leaders—focusing on how ERM can contribute to performance optimization and decision quality. Demonstrate how using a risk lens can help senior management deal with

uncertainty in the difficult decisions they must make each day. Leave this session assured of your ability to make risk workshops rigorous, actionable, and relevant to the needs of your executive team.

Lip-smacking Leftovers: Reviving a Rusty Risk Management Program

Thursday, October 13th 12:00 PM - 12:45 PM

Sometimes risk management programming becomes stale, loses steam, or simply doesn't click with culture or cultivate competency as desired. Instead of throwing away your leftovers, join this session to explore how to turn leftovers into risk results worth celebrating. Learn how to revive your nonprofit's risk management program while identifying and leveraging any mouthwatering morsels leftover from your last attempt. Enjoy a tour of practical insights and "fresh ingredients" sourced from inspiring risk professionals who effectively revamped their own risk program to meet the needs of their nonprofit's mission.

Kitchen Fires: How to Create and Sustain an Effective Critical Incident Process

Thursday, October 13th 1:00 PM - 1:45 PM

Experienced risk professionals know that an effective incident reporting process requires a sound recipe as well as implementation finesse. While the process may begin when someone fills out a form to make a report, it's far from over when it lands in the inbox of the incident follow-up team. Attend this workshop to learn how to sort through the key ingredients, including when to report, how to train staff how to report, how to parse reported issues to ensure awareness without distracting readers, and how to apply a disciplined approach or framework. The speaker will also share how to create and use a dashboard that sends signals and distinguishes key indicators from noisy, distracting data.

Choose Your Own Cooking Adventure: Risk Frameworks and Decision Trees

Thursday, October 13th 2:00 PM - 2:45 PM

This fun, fast-paced session takes attendees on a tour of risk frameworks and decision trees created by the Nonprofit Risk Management Center team (your 2022 Risk Summit hosts) for high-profile nonprofit consulting clients. Leave this session inspired by an array of options for approaching risk decisions, assessing risks, or assigning risk management accountability across your organization.

Hell's Kitchen: Overcoming Resistance and Obstacles as a Risk Professional

Thursday, October 13th 3:00 PM - 3:45 PM

Risk leaders sometimes face Gordon Ramsay-style reactions to risk management practices, ideas, and conversations. Attend this session to advance your abilities as a coolheaded connoisseur of risk remedies—even when your nonprofit's kitchen gets very hot! During this workshop, attendees hear about actual scenarios risk professionals have faced when trying to build buy-in and get their jobs done. Join this session to get tips and tricks to think on your toes and learn how other nonprofit risk leaders steer clear of risk resistance!

Molecular Gastronomy: Tales of ERM Experimentation and Transformation

Thursday, October 13th 4:00 PM - 4:45 PM

Molecular gastronomy aims to generate new knowledge of the chemical and physical transformations that occur during various cooking processes. Some risk professionals might describe Enterprise Risk Management (ERM) in a similar way—as pushing the boundaries of how risk management practices might work, and what

value they can deliver to an organization. Attend this succulent session to learn from nonprofit ERM leaders who will share their stories of ERM experimentation and how this work has transformed their organizations. Leave the session inspired by colleagues who have turned their ERM aspirations into reality.