

2025 CWCP Re-Certification On-line Course Overview

ETHICS COURSES- (3 hour CE requirement)

1. **Workplace Communication Basics** - What do most great employees have in common? Stellar communication skills. In this course, you'll learn why having excellent communication skills is so important in the workplace, and how you can improve yours. *Time 45 minutes*
2. **Advanced Problem Solving** - Being an effective problem-solver is a useful skill in any line of work. Whether it's a small issue or a complex dilemma, understanding how to solve problems efficiently and effectively gives you an advantage in work and life. But how do you become a great problem-solver?

Exceptional problem-solvers don't just rely on gut instinct. Rather, they've built up a repertoire of skills, strategies, and processes, along with the ability to identify which problem-solving approach—or combination of approaches—will work best to navigate a given situation. In other words, being able to solve problems isn't a natural talent—it's a skill that anyone can learn.

In this course, we'll focus on sharpening problem-solving skills to help you deal with challenges big and small. Whether you're new to problem-solving or just want to improve your skills, this course is packed with valuable information and proven strategies that will set you up for success. We'll cover topics like divergent and convergent thinking, the benefits and risks of using heuristics in problem-solving, how to reframe problems to find creative solutions, and how to use design thinking to take a human-centered approach to solving complicated problems. *Time 45 minutes*

3. **Why We Get Trapped in Conflict and How We Get Out** - In this training investigative journalist Amanda Ripley chronicles the stories of people who were involved in high forms of conflict—and how they emerged from that chaos. You'll learn why some conflict keeps us from moving forward, as well as the systems and people that thrive on unhealthy conflict, and why. You'll also discover techniques to help you avoid getting trapped in conflict. *Time 45 minutes*
4. **Getting It Done!** - Write a book. Run a 5K. Quit smoking. Institute family dinners. Start a hobby. Develop a new skill. No matter the goal, many of us start new projects or pursuits bright-eyed, bushy-tailed, and determined to make our dreams a reality.

Yet too often—as time goes on—our motivation dwindles. We get distracted or lose interest. The effort and sacrifice are too much. We give up our goals because we can't sustain that inner fire or spark that incited us to pursue them in the first place.

What would you do or accomplish if you could stay motivated? Author and motivation scientist Ayelet Fishbach wants to help you achieve your greatest ambition in her book *Get It Done: Surprising Lessons*

from the Science of Motivation. In this course, you'll learn her proven methods for changing your circumstances and mindset to maximize self-motivation. **Time 45 minutes**

WORKERS' COMP COURSES- (9 hour CE requirement)

1. Risk Management- Steve Heinen - Risk Management Inc.

This training overviews the comP4® Process.

When I started the CWCP Program back in 1999, the charge from the State Board of Workers' Compensation was to improve claims ethics and teach best practices relating to the life of a workers' comp claim. After I reflected on the initial pilot class we held, the reality of our workers' comp situation hit me like a ton of bricks. All our focus in work comp is *after the claim happens*. Yet, most of the activities that drive the cost of the claim happen *before the accident*. From the CWCP group's feedback, I developed the comP4® process in 2002. It looked at the employer's pre-hire, post offer, prevention and post claim activities. The Work Comp Playbook for Employers, which is now in its 3rd edition and has sold over 7,000 copies, is based on the comP4® process. 70% of the costs of claims fall on the employer because they control the hiring process, the safety culture and ultimately determine if, and when, an injured employee returns to work. **Time - 1.5 hours**

Workers' Comp Law (each module is 45 minutes*) - available on 1/27/24 – 5.5 hours

2. Board Forms Review - Teri Zarrillo - Goodman McGuffey

Teri will review best practices with Board forms.

3. How to Manage Medical Issues - Tom Sansalone – Cuzdey, Ehrmann Stine and Sansalone

- How to position the ATP for a favorable outcome especially when case is litigated
- How to get the ATP to respond timely
- From a medical providers perspective how to get bills paid timely

4. Update On Case Law - Matt Walker – Drew Eckl and Farnham

Each year, appellate courts in Georgia issue opinions that change the way that workers' compensation claims are handled going forward. This presentation covers several notable opinions from the past year with an emphasis on the practical impacts for employers and claims handlers alike.

5. The New Hire Workflow and the Impact on Work Comp - Dean Dellinger and Megan Noble

This training reviews best practices in the pre-hire and post-hire process.

6. Litigated Cases – Best practices - Nate Levy – Levy, Sibley, Foreman and Speir

Before the Claim occurs

- I. The Posted Panel of Physicians and Bill of Rights
 - a. Valid, Posted, Confirmation of employee knowledge before accident
- II. Personnel and Policy Employee Handbook
 - a. Should cover all WC policies and acknowledgment of Posted Panel
 - b. Should establish your “safety culture” regarding reporting injuries
- III. Post-Offer Medical Questionnaire
 - a. Implement this program to avoid hiring WC claims
 - b. Allows for the use of the *Rycroft* Defense

After the Claim is reported

- I. Post-Accident Investigation Reports
 - a. Claimants statement regarding the facts of the accident in their own handwriting
 - b. All Witness statements with details about the accident
 - c. Preservation of all evidence that might apply to the case. Video footage, FMLA leave requests, complete copy of personnel file- issues/reprimands/termination information, prior injury information WC related or not.
 - d. Wage/hour and payroll information evidencing work activities in lead up and following the reported accident.
 - e. All emails and text messages between the employee and supervisors/co-workers that are relevant to the claim.
 - f. Any and all documentation from an attorney or Court that pertains to the employee.
 - g. For adjusters/claims specialists- activity logs, copies of Board filings, ISO Index, Medical Canvass, Social Media Sweeps, Surveillance.
- II. Evidence of following established WC protocols
 - a. Notes surrounding reporting and any irregularities by employer WC specialist
 - b. Evidence of presentation of the Panel and Bill of Rights to the injured worker for selection including circle/initial/date.
 - c. WC 1 or other reporting information from employer to carrier, if applicable.
 - d. Evidence of coordination of medical treatment after initial selection and during the initial treatment period (for so long as employer is involved)
- III. Evidence during the “life” of the claim
 - a. Communications (texts or emails) between employer and employee pertaining to any and all aspects of the WC claim
 - b. Evidence of employee activity following the accident of note provided by any witness with information. Returns to work with subsequent employer, physical activities outside of restrictions, subsequent accidents or injuries, arrests, subsequent employer background information requests, etc.
 - c. Return to work matters- Documentation of all developments in the 240 return to work process.
 - d. Third Party Claim activity-all correspondence received from any additional litigation and certainly if injury was the result of third-party negligence.
 - e. Evidence preserved from Social Media Activity- for private accounts, “friends” may have access to information otherwise unattainable.
 - f. Any evidence of medical treatment that is received outside of the WC process by the employee.

7. Surveillance – Tips to Prevail or Fail - Ryan Prescott – Sutton Law Group

TURNING SURVEIL INTO PREVAIL

Gratuitous Surveillance

- a. Employer property camera footage
- b. Co-worker videos
- c. Social medial videos
- d. Authenticating and Preserving

Surveillance rules

- e. Privacy Rights
- f. Work Product Protections
- g. Discovery disclosures

When to get surveillance

- h. Perceived status of the work injury
- i. Rumors of work or activity
- j. Timing

How to Use Surveillance

- k. With Claimant's attorney
- l. With Doctors
- m. With Judges

8. Do's and Don'ts that Impact the Cost of a Claim - Eric Proser – Constangy, Brooks, Smith and Prophete

- 1) Fail to Report injury promptly to Insurer
 - a. How can it be timely denied if it isn't timely reported?
 - b. Failure to completely report all important information and communicate with TPA/Insurer
 - c. You won't "save premium" by failing to report in search of reduced frequency.
- 2) Fail to Drug Test and comply with DFWPA
 - a. Failure to maintain certified DFWP
 - b. But what if they report the injury after 8 hours?
 - c. But what if they didn't "cause" the incident?
- 3) Failure to maintain a VALID Posted Panel of Physicians
 - a. Failure to properly implement the Panel process
 - b. Failure to update the Panel and ensure valid selection
 - c. Recommend acknowledgment and education best practices.
- 4) Failure to aggressively compel light duty
 - a. But what if they are unproductive? Doesn't matter.
 - b. But what if we can't accommodate the restrictions? Yes you can.
 - c. But what if they refuse to perform light duty? Thank them very much.
 - d. You don't always have to compel... voluntary RTW LD is also permitted.
 - e. 7 day waiting period significance
- 5) Terminating because they had a work injury
 - a. They are likely to have another. So is everyone.
- 6) Not terminating when they give you a valid reason to.

- a. Workers' Compensation is not job protection nor an excuse to disobey work rules.
- 7) Hiring practice failures
 - a. Failure to use POMQ
 - b. Failure to place in physically appropriate job
 - c. Other hiring failures

Review of CWCP Manual – Located under the Resource Tab at www.cwcp.net) **Time - 2 hours**