



THE TRANSITIONS

PASSING THE TORCH

Reimagining the Communication Model

March 16, 2021

Today's Panel



WEBINAR
Reimagining the Communication Model
TUESDAY, MARCH 16 | 2 P.M. ET

MODERATOR
Dr. Claire Muselman
Worker's Recovery Unit Director
Continental Western Group®, a Berkley Company

Robert Wilson
President & CEO
WorkersCompensation.com

Todd Thams
Agency Principal
Thams Agency

Greg Hamlin
SVP of Claims
Berkley Industrial Comp
a Berkley Company

Dr. Lisa Fitzpatrick
CEO
XcelABLE



Marketing Partner



About *The Transitions*

- The Mission Statement
 - The Transitions is a movement to help the workers' compensation industry, collectively and individually, think strategically about how to handle the influx and outflux of talent over the coming decade.
- The Goal
 - Encourage the creation of a “transition” plan for every stakeholder in workers' compensation. Whether the transition is out or up / across, creating a plan that includes conscious consideration of overall strategy and specific tactics is a major key to success.



Get Involved

- Attend each webinar
- Use the handouts to Create A Transition Plan for yourself / your organization
- Join our Mentoring Program

- Follow our LinkedIn page (“The Transitions”)
- Join our LinkedIn group (“The Transitions Forum”)
- Subscribe to our First to Know database (<http://eepurl.com/hl-EKn>)
- Subscribe to our YouTube channel (<http://bit.ly/The-Transitions-YouTube-Channel>)
 - Webinar recordings and other original content available on-demand

“Create a Transition Plan” Curriculum

- April 1 Reimagining Influence to Grow the Next Generation of Leaders
 - Jennifer Wolf and Heather Lore, IAIABC
 - <http://bit.ly/The-Transitions-W5>
- Week of Apr 19 Reimagining Management Style
- ... May 17 Reimagining Business Processes
- ... June 7 Reimagining Technology Strategies
- ... June 28 Reimagining Marketing Methods
- ... July 19 Reimagining Human Resources
- ... Aug 9 Reimagining the Work Comp Brand
- ... Aug 23 Create The Transition Plan



Today...

- Apply knowledge of human connection & language processes as they occur across various elements of the workers' compensation system from multiple perspectives.
- Develop knowledge, skills, & Judgement around human connection that facilitate the ability to work collaboratively.
- Improve communication effectively orally and in writing and deliver effective messages based on audience and context.

Section 1

The Injured Worker

Section 1 – The Injured Worker

- Recovery
- Emotional Intelligence, Empathy
- Motivational Interviewing
- Consumable Information
- Psychosocials ... and then what?
- Expectations & Accountability

Section 2

The Employer

Section 2 – The Employer

- Direct Leadership
- Education of Employers
- Collaboration in Communication
- Outline what is expected of the injured worker
- Collaborate with Adjuster / Nurse Case Manager
- Work Comp and Human Resources

Section 3

The Adjuster

Section 3 – The Adjuster

- Overcommunication is the name of the game
- Explain the process to the injured worker & the employer
- Outline expectations on all sides
- Technology
- It costs nothing to be a good human
- It makes you happy to be nice

Section 4

Medical Professionals

Section 4 – Medical Professionals

- Be open and engaging
- Listen
- Actively Listen
- Reflectively Listen
- It's okay to not be okay
- Root cause v. bandaids

Section 5

Jurisdictional Statutes & Regulations

Section 5 – Jurisdictional Statutes & Regulations

- Make the information consumable
- All parties advised
- What's on the horizon?
- Where do we go from here?
- How do we get there?

Audience Q & A





THANK YOU

- Claire Muselman – cmuselman@cwjins.com
- Bob Wilson – rwilson@workerscompensation.com
- Greg Hamlin – ghamlin@berkindcomp.com
- Lisa Fitzpatrick – lfitzpatrick@xcelable.com
- Todd Thams – toddthams@thecompeffect.com