

Management Awareness

On the other side of workers compensation management training, senior management needs to be made aware of the new processes. You want to bring management on board to elicit backing and commitment to the workers compensation management program.

Management does not require “training,” per se; they require information so they can be prepared to make informed judgments about this program.

Generally, senior management is not interested in the day-to-day details of running the program – that is the injury coordinator’s responsibility. However, they want to know why they should support the initiative. You must convince them.

When management sees how the workers compensation management plan is a practical application of cost savings techniques, they will be more inclined to support the initiative.

Management Presentation**Presenting to Supervisors**

A great deal of thought should go into training the supervisors so they are well informed and prepared for the most common obstacles.

Supervisor training is where workers compensation management goals are put into practice as supervisors learn to implement new procedures in the workplace.

- Once training is completed, injury coordinators and supervisors can perform the workers compensation management functions as outlined in their respective best practices.
- Injury coordinators focus on the overall orchestration of workers compensation initiatives.
- Supervisors will be on the front lines enforcing post-injury response procedures for the 24 hours after an injury, and working in tandem with the injury coordinator to process the paperwork.

Supervisors must be trained so they are prepared for the most common obstacles and can participate in a workers compensation management program designed to cultivate a positive employer-employee relationship.

Participants learn procedures ensuring communication remains uniform among the employee, supervisor, injury coordinator, medical and legal personnel, and claims handling people.

- Supervisors must train employees so that if a work-related incident occurs everyone knows their roles and responsibilities as supervisors, injured employees, and witnesses.
- Supervisors must identify the “go-to” resources to obtain answers for questions they cannot answer.

Conflicting Role of Supervisors

A supervisor may have conflicting roles: as a friend of the employee, yet responsible to management for a thorough investigation and injury prevention. Training must address this issue.

While friendships may exist, everyone is an employee and responsibilities are paramount. Training is not just about procedures, it is also about the right attitude and effective communication.

Supervisors Must Be Involved

Supervisors must be involved for many reasons. One of the primary reasons is they interact on a daily basis with employees.

☛ **Supervisors are on the front lines, so they are your best source of anecdotal information about work-related incidents, eyewitnesses, employee progress, etc.**

- Supervisors are authority figures and leaders in the day-to-day operations of your facility.
- The supervisor, the first to know when an employee is injured, sets the tone for rapid treatment and return to work.
- Supervisors ensure injured employees are transported to the medical facility and with proper documentation. Thus, they know where the correct forms are located, how to fill them out and to send them to key people, i.e., the injury coordinator.
- The supervisor may also conduct the accident investigation.
- A brief training program or a brochure should be used to explain the new process and new terms.
- To communicate effectively, use training programs and all materials in the language of the participants to account for language differences.

Develop Supervisor Guide

Develop a **Supervisors Guide** to workplace injuries after the post-injury process is in place, and then train supervisors how to follow it.

Almost all supervisors have key roles in safety efforts at the workplace; this new process merges with those job responsibilities.

Your supervisor guide should include these items:

- Supervisor's role.
- Employee's role in the post-injury process.
- Post-injury response procedure: What to do within the first 24 hours following a workplace injury.
- Explain the purpose of transitional duty.
- Contact information.

Building on Success

Describe how the program will use internal processes already existing to manage workers compensation closely.

- Describe how you are building on existing practices, formalizing them and making them more effective.
- Solidify a supervisor and injury coordinator training program.
- Formalize a transitional duty policy and procedures.
- Standardize a communications program.
- Show baseline improvement using National Workers Compensation Management Score™.
- Demonstrate how file reviews, medical care coordination, and cost containment factors already in place can be used more effectively.

Consider Use of Tools

During supervisor training, teach the supervisors the new post-injury process for your company. The “**Stacked Steps**” format is very effective.

Consider where the communication piece will be used and how it will be used. Adapt the format of the “**Stacked Steps**” for your workplace. For example, employees at one site may use brochures, while for traveling employees a wallet card may be best. For call center employees, a small laminated card or booklet designed to adhere to a cubicle wall may work well. Select materials durable enough for anticipated use.

Post-Injury Procedure Stacked Steps***Wallet Card******Employee Brochure***

Because the program is new, bring the supervisors on board as quickly as possible to gain their support.

☛ **Communication is a key point! Ask for supervisor cooperation in rolling out the new process.**

Presentation to Supervisors***Facilitators' Presentation Script***