

When Words Don't Help



Some Premises For Workers' Comp

- Created just over 100 years ago, and known as the “Great Compromise”, Workers' Compensation is an enormously complex no fault machine with thousands of moving parts. A machine, comprised of competing and divergent interests, regional and jurisdictional variations, and both local and national influences.
- Most people outside our industry do not understand what we do or how we do it.
- Some people inside our industry do not understand what we do or how we do it.

Some Premises For Workers' Comp

The "Why" Is As Important As The "What"

How We Communicate Makes All The Difference

Adjuster

Claims Examiner

How We Communicate Makes All The Difference

“I Have Your File”

“Investigate Your Claim”

How We Communicate Makes All The Difference

“Pay Benefits Timely”

How We Communicate Makes All The Difference

Injured Worker

How We Communicate Makes All The Difference

Success

How We Communicate Makes All The Difference

Workers' Compensation

How We Communicate Makes All The Difference

How are you feeling today?

How We Communicate Makes All The Difference

Disability Vs. Impairment Compensation Vs. Recovery



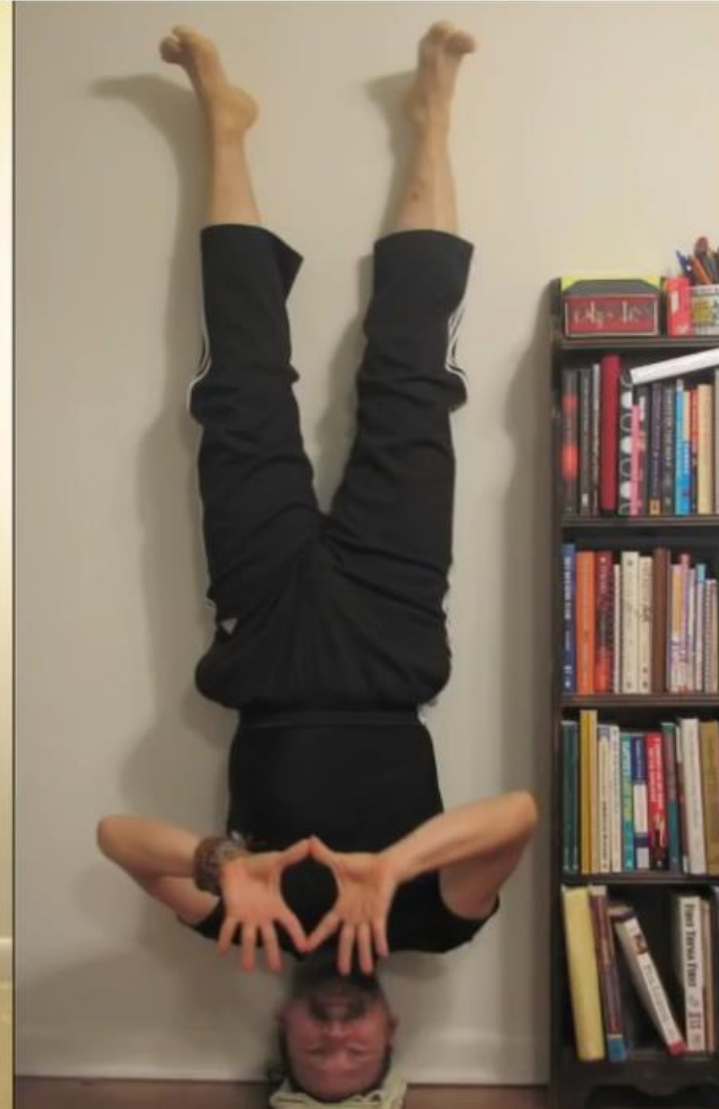
How We Communicate Makes All The Difference

Disability Vs. Impairment Compensation Vs. Recovery



How We Communicate Makes All The Difference

Disability Vs. Impairment
Compensation Vs. Recovery



The language we use can help us as well

- How do we position the industry?
- How do we attract new talent?
- How do we effectively manage a multi-generational workplace?

The language we use can help us as well

Coming soon to a session near you:
“Lighting the Torch” – with Mark Pew

And “The 4 Things You Need To Do” - with Mark Pew
and Bob Wilson

How We Communicate Makes All The Difference

Clear
Concise
Consistent
Communication

Can make the difference between
a disabled or recovering worker.

When Words Don't Help

Thank You!

