

**Your Ultimate Guide to
Mastering Workers' Comp Costs
Reduce Costs 20% to 50%**

Chapter 3: Training and Building Commitment

Before implementing a workers' compensation management program, all **employees** must be made aware of changes, and **senior management** and **supervisors** must be **trained** in using **new forms** and **procedures**.

Key Training Activities

- Identify and catalog day-to-day responsibilities.
- Factor in new processes and procedures to develop an implementation strategy for existing and new responsibilities.
- Communicate new processes to all employees.
- Disseminate new policies and procedures.
- Promote the program via memos, brochures, posters, newsletters.
- Reinforce management commitment of top managers.
- Identify and document transitional duty jobs.
- Incorporate new policies/procedures into new hire packets.

Injury Coordinator

Focusing on the **overall orchestration** of workers' compensation initiatives, it is the **role** of the **injury coordinator** to **train senior management** and **supervisors** by **developing and using** a formal **Management Presentation** program.

Senior management is not so much "trained" as brought on board to elicit backing and commitment to the workers' compensation program. Management needs information so they can make informed judgments about the program.

Company's Message

When a **workplace injury occurs** the **employer** needs to convey a **message of expectations**:

- **Immediate medical attention.**
- **Minimizing chance of further injury or medical complications.**
- **Continued employment.**
- **Maintaining morale** and eliminating problems for the employee while injured.
- **Eliminating future accidents** by **properly investigating** the cause of an injury.
- **Keeping the company financially viable** helps everyone.

Every Employer's Main Message

**“Our employees are our greatest asset.
We are sorry one of our employee's was injured.
We need your help getting this person back to work.”**