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.”