

Easy to follow speaker notes accompany slides

Slide

Instructor Script and Notes

The Players

- Mansfield Integrated Services Group (MISG)
- Mansfield Brokerage Group (MBG)
- Rowe Ltd International

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Complete material allows you to be fully prepared

Introducing Our Partners: (we have 3 partners in the WC process)

1. Mansfield Integrated Services Group (MISG)
 - Our TPA (3rd party administrator)
 - CISGI administers our claims and state-mandated benefits of Workers' Comp
2. Mansfield Brokerage Group (MBG)
 - Our insurance broker
 - Assist in developing solid, effective Workers' Comp procedures
3. Rowe Ltd. International
 - Now has corporate personnel assisting in this process

WC Management Process Includes:

- 3 RTW Coordinators
- Director of WC
- Manager of WC
- Medical Director (an MD)

Primary Personnel also include:

- You – our General Managers
- Your company's VP of Safety, and
- Your Division VP
- William Rowe who

Step-by-Step activities add variety & engage learning

Eliminate guess work with pre-planned timing

**Each person is very important*

Exercise:	Review Training Goals	Time Allotted:	5 minutes
Materials:	Management Packet → General Manager Best Practices		
Explanation:	At the end of this training session, we want you to be able to complete the activities described on this list.		
Instructions:	Allow 5 minutes for participants to review list.		

Objectives are clear & concise

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Work Ability Form

Employee completes

Physician completes

The Give and Get of Information

Communication depends on whether we need to **GIVE** or **GET** information

Save prep time with highlighted key concepts & narrative

Getting Information

For example, our **Work Ability Form** gathers – **GETS** – information about employee physical restrictions

1. An employee's doctor provides this information to enable Rowe to assign a TD Job for that employee.

Exercises reinforce learning

Demonstration:	Review Work Ability Form	Time Allotted:	2 minutes
Materials:	Management Packet → Work Ability Form		
Instructions:	Once you locate the form, hold it up. What color is it? Green!		
Explanation:	A green Work Ability Form indicates "Go" or "All Clear".		

Our forms are created from years of experience and provide consistency to users

Let us create the material...so you can practice the delivery

2. The employee signs the authorization portion of this form (in the top section).
3. General Managers insert the employee's name, location, your name (GM) and your fax number.
4. The doctor gives us physical capabilities and initial limitations.

**Note: Physical capabilities tell us what an employee CAN do, not what they can't do*