



Return to Work Toolkit

Overview

The Purpose of the Return to Work Toolkit is to develop skills and strategies to effectively facilitate the returning to work process ensuring a timely and more importantly durable return to work.

The Return to work toolkit is a 2-day workshop that solidifies skills that the participants may already have and builds on those skills to develop new strategies to deal with and manage complex claims and return to work situations. The core fundamental principle of the workshop is understanding the client's values and objectives for returning to work so we can create a safe, healthy and durable return to work but for their reasons.

The core fundamental principle of the Return to Work Toolkit is framed by efforts made at the beginning of the relationship and the end of the relationship. By *Investing in the Beginning* of the relationship we begin the process of cooperation by doing the following:

1. Early and timely contact
2. Create rapport quickly
3. Elicit the full spectrum of concerns
4. Plan your interaction
5. Probe client on their values and objectives to getting back to work
6. Set expectations, where appropriate

The other side that frames in the Return to Work Toolkit is *Investing in the End* by making the following contributions:

1. Negotiation of RTW plan that is consistent with the worker's stated values and objectives
2. Use of the RTW Toolkit techniques
3. Confirming details, in writing, with all parties concerned

In order to accomplish this successfully, the skills and strategies of the Return to Work Toolkit naturally blend with the core fundamental principle. In fact every action taken is for the sole purpose of understanding the clients needs and developing effective plans to manage and facilitate the choices people are making with respect to their disability.



Intended Audience and Scope

This course is applicable to anyone who is involved in returning workers back to the workplace after a health event, including:

- Case Managers,
- Human Resource Professionals
- Vocational Counsellors
- Rehabilitation Providers
- Occupational Health Programs (i.e. Nurse Advisors, Medical Advisors)
- Compensation Providers (i.e. Short and Long Term Carriers, Workers Compensation)

Educational Objectives

The Learning objectives of this course will help you:

- Identify the factors that predict returning to work and how to develop a plan that includes them
- Discover the motivating factors for returning to work
- Deal with setbacks during the returning to work process
- Engage a worker in the returning to work process
- Discover barriers to returning to work
- Generate commitment to returning to work at the outset of the absence.
- Understand the forces that influence return to work outcomes.

This Workshop will provide a set of evidenced based skills and strategies specific to assessing Return to Work motivation, and determining risks and predictive factors of prolonged duration. Research suggests that return to work motivation is comprised of 3 factors and this workshop focuses on building a plan that utilizes these factors. The workshop is backed up by Worker Compensation Board(s) commissioned research as well as other research. Further insight into the skills and strategies come from a variety of sources and are adapted to the disability management field.

The outcome of the learnings is a scalable and workable model for participants that can be easily utilized and taken back to their jobs and implemented immediately.

There are 13 strategies that are taught within the Return to Work toolkit. Within those 13 strategies are multiple combinations of skills that result in unlimited choices for how you can manage disability in the workplace.



At the end of the workshop you will learn to:

- Ask the **single most important question** to generate commitment to return to work.
- Utilize the 3 components that determine **Return to Work Motivation**.
- **Understand the factor that can predict workers** having ***three times*** the odds of chronic disability.
- Utilize **5 specific questions** to uncover opportunities **to manage risks** of prolonged duration.
- Utilize a strategy that **engages the worker** in problem solving.
- **Create attitude changes** towards your Absence Management Program **that are positive and productive**.
- **Identify influential figures** of Authority that can help or hamper your efforts.
- Ask **specific questions that generate commitment** to returning to work.
- Learn how to **use your language to influence** the outcome.
- Utilize a single word that can **increase compliance from 60-90%**.
- Understand the **language of goals** and how to use that language when goal setting with injured workers.
- Understand the principles of the Return to Work Toolkit, apply the principles, and **you will have the ability** to adapt the principles to your specific environment.

Format

This 2 day course is very interactive. The learnings are presented in various formats to support many types of learning styles.

Other key features:

- You have many opportunities to ask questions
- There is an opportunity to work in groups and network
- You will have an opportunity to learn experientially and also to hear of best practices of other participants.
- You will have an opportunity to work on a case study to see the tools in practice and how opportunities to generate buy-in are created.



CEU Credit and Certificates

CARP Members will receive 10 credit hours towards their RRP and/or CCRC accreditation/continuing education.

In order to ensure the interactive nature of this course and to ensure the maximum amount of learning this course is reserved to 20 participants only. This is on a first come, first serve basis.

Testimonials:

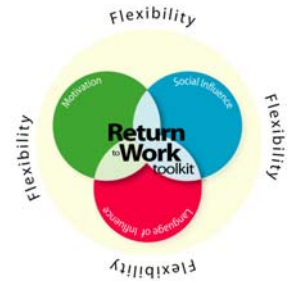
Comments:

1. **What did you like best about the course?**

- New skills. New ideas. Workable ideas/skills.
- Super user friendly, very applicable and easy to apply, superbly well organized, very entertaining, fun, and great paced.
- Jason established credibility with me because he faces the same challenges that we do. This is the first course I've attended where I felt this way.
- The instructor made good use of examples.
- I liked having a name to the positive practices given to enable a better communication with our clients. This helped me understand what my clients are actually saying to me and I see where there has been missed communication between us.
- Very interactive and the use of meaningful examples. I also liked the connection of different concepts and ideas.
- The organization and new material presented. The usefulness.
- Logical presentation; you were easily able to expand on concepts and had real life examples.
- Well researched. On topic to my job and need to help me integrate the info.

2. **What topic(s) were the most beneficial to you that you can take back to your job and readily use?**

- Almost everything.
- It's about time we get this! Especially for VR [Vocational Rehab] where we work face-to-face longer term with clients. All of it!
- All...it all fits together well. Will definitely find some of the reference books in [the] library...interesting.
- All 6 principles of Influence – very powerful tools.



- Overall flexibility and how to hear their use of language and how to use my words to motivate.
- Goal setting – remembering the goals must be the worker’s goals.
- The Approach was refreshing and certainly different from 10 years ago. I really like the flexibility, reciprocity, commitment and consistency with language of Influence. Most surprising though was the “Liking” of both the client to me and me to the client.
- Good concepts for coaching of staff.
- Rapport building, goal setting, influence.

3. General Comments/Suggestions

- Superb! Practical hands on and applicable
- Super!!! Very well prepared. Very positive and motivating and empowering! Great! Critical training for all VR’s [Vocational Rehab] and CM’s [Case Managers]. Just superb presentation all around, super useful and applicable. Put it into VR and Case Management Training!
- Great, great presenter. Lots of fun, engaging and informative. For heaven’s sake put this in VR and Case Management training programs!!! I could have used this 12 years ago!
- I really liked Jason’s organization and the course moved forward at a good pace.
- Generally a very motivating course in presenting tools that are easy to use to encourage injured people to think about and actually accept to the returning to work agreement.
- Excellent workshop. Jason practices what he preaches. Very satisfying on many levels!!

Thank you again for the outstanding workshop. Your workshop not only gave a wonderfully fresh look at RTW processes, but also gave me tremendous insight into the influence piece and other tools/language that can be used not only in RTW conversations, but in many HR or work-related situations. We had a session today, and it was great to share some of what I learned last week and doing so helped to reinforce that learning.

Sandy Moss
Human Resources Manager
Vancouver Community College

One of the most valuable things for me, in learning your model, is that I now have a common language that I can use to discuss cases within my work community. Until now I have often struggled with how to frame issues. You know nurses have nurse talk, etc..... and there are so many ambiguous words in this business !

The framework you have presented us helps me focus my communication more effectively as we now share a common language, and I have found that when some of the key words are used it immediately captures everyone's attention and focuses us on developing our next steps. This is so rewarding.

Debra Connell RN BSN OHN
BC Public Service Agency

Once again, thank you so much for the very valuable 2 days in Victoria.....it was definitely the most valuable, useful and applicable training I have been on while in my role here with NIC.

Eileen Barnes
Manager, Recruitment & Disability Management
North Island College

Completely different approach to Disability Management for me. Would recommend this workshop highly!

Carol Galloway
Associate Director, Human Resources
Vancouver Community College

I knew I was in for new learning experiences and was hopeful to walk away with a few good nuggets. For me, I feel like I struck gold! Your approach to disability management is logical, practical, and rewarding. It removes the discomfort of getting into the 'medical' with someone because that is not what the process is about. At first, it felt awkward to ask the questions we learned, and after some practice, it feels no different than other non related fact finding experiences I encounter in my job. For our organization, the real gain is that the Return To Work Toolkit is a skill that is transferable and easily applied. In fact, all of my colleagues that were in our session, have incorporated the approach when dealing with our employees on sick and disability. That is a sign of real success and a good investment of our money and time.

Thanks again.

Colleen Fostvelt
Manager, Total Compensation,
Human Resources, BCIT

Hi Jason:

I wanted to let you know that I really believe that the material you teach in your class really works. I was quite motivated to use this information on each and every one of my clients as soon as I got back to work, however after the weekend when I returned I got busy and went back to my usual daily tasks. Thank you for your follow up. This was the key motivator that forced me to actually use the information I learned and ask my clients (even though I was not totally comfortable with the language).

I am very excited to tell you about my success story. Without going into too much detail I had a difficult client that had been on claim in the past (long duration) and was familiar with the workers' compensation system. The new claim was not heading in a positive direction. I thought to myself since this client was going to be a difficult client anyway why not use the material I learned from Jason. He answered the questions and I was surprised by some of his answers (he rated himself 7 or 8 on the scaling question).

I attended the follow up one on one meeting with you and you provided me with awesome feedback. While in the meeting, I received a voicemail message from this client stating that he got a job and would not need me anymore. He thanked me for my help and said that he would be starting the next week.

I was completely amazed. He took ownership of his return to work and had a totally different attitude. I am absolutely positive that it was due to the questions I posed to him which changed his focus from his disability to his successful return to work. Thank you again for teaching this valuable material. We helped someone effectively return to work WOO HOO!

Cheers
Donna Burns
Case Manager
Yukon Workers' Compensation Board

I don't think I've ever been so satisfied with a workshop (and I'm not easy to please). I've been in courses where the instructor was irritated and rushed with questions but Jason was the exact opposite.

Susannah Duvall
Claims Agent
CN Rail

RE: WorkSafeBC Testimonial for Jason Parker

I have had the distinct pleasure of working with Jason Parker since Q4 2004. Jason was very passionate about the topic of influencing people's choices in a disability management environment. The timing of our initial meetings corresponded with our organization wanting to work with our case managers and other important decision-makers on a systematic approach to assisting our clients to return to work earlier and with more durability.

I was very impressed with Jason's knowledge of social influence and his obvious work experiences in applying these techniques. As well, a significant component of Jason's program was customer service and a profound approach of the client identifying their motives for returning to work. Jason provided many workshops across the province in what we titled as "Return to Work Toolkit" professional development training.

Our officers and management team provided excellent feedback and kudos to what they described as the best training they had ever received. These strong endorsements were the result of Jason's presentation/instructional skills and the practicality of the content. In addition to providing two day workshops, Jason followed up with all attendees at their home offices to reinforce the learnings and provide more support. This became one of the most successful training interventions in the history of WorkSafeBC. In fact, the President/CEO of our crown corporation described this training program as the best he had ever seen.

Further to Jason working with specific target audiences, we found other WorkSafeBC officer-level groups to provide similar training in influence and customer service. Again, the feedback and evaluations continue to be first class and we hope to continue our working relationship with Jason.

I have found Jason to be flexible, analytical, engaging and a champion himself of his techniques. I look forward to working with Jason on future training projects and have confidence they will be well received and improve our officers' performance and job satisfaction.

Randy Schisler
Senior Manager, Education & Development Services
WorkSafeBC

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