**How To Create Instant Rapport With**

**Injured Workers To Drive Positive WC Claim Outcomes**

**Introduction:**

* Welcome to WC Mastery Training
  + Much of WC is technical, Much MORE is NOT technical
  + Human behavior management, trust & communication drive outcomes
    - If get these right, everything is easier
  + Rapport definition: *a close or harmonious relationship in which the people or groups concerned understand each other's feelings or ideas and communicate well*
  + Rapport is similar to trust.
    - Rapport focuses on establishing a connection
    - Trust establishes reputation
* Introduce 3 Major Points
  + Character vs. Technique
  + Intentionally Build Rapport Quickly
  + Practice Makes Perfect

**Notes:**

**Main Point #1: Character vs. Technique**

* **WCRI: Predictors Of Worker Outcomes – 2015**
  + Injured in 2010 and 2011 and interviewed in 2013 and 2014
    - Had more than 7 days of lost time
    - Interviewed nearly 4,800 injured workers in 12 states
  + **Education – Not working at interview**
    - 22% - No high school degree
    - 15% - high school degree
    - 12% - some college
    - 11% - college degree
  + **Fear of Being Fired**
    - 23% Strong Agree
    - 2-3x more likely to not be working 3 years later
    - 50% longer disability in weeks
    - 5x to report ‘earning a lot less’
    - 2.5x more likely ‘very dissatisfied with care’
  + **Comorbidities**
  + **English language proficiency**
    - 1.5x more likely big problems health care system
    - 1.5x more likely ‘very dissatisfied with care’
  + **Tenure**
* Character vs technique
  + if get character right, everything is easier
    - personal philosophy
  + most important point of today’s training
* 7 Habits:
  + History of personal development
    - 150 years: Character Ethic:
      * Integrity, humility, fidelity, temperance, courage, justice, patience, industry, simplicity, modesty, and the Golden Rule.
        + **Integrity, Patience, Justice, Golden Rule**
        + **Tough minded & warm hearted.**
      * People will be truly successful when integrate these principles into their character
    - 80 years
      * Influence techniques, power strategies, communication skills, and positive attitudes
  + Only basic goodness give life to technique
    - *“eventually, if there isn’t deep integrity and fundamental character strength, the challenges of life will cause true motives to surface and human relationship failure will replace short-term success”*

**Main Point #2: Intentionally Build Rapport Quickly**

* Rapport fundamental principles
  + We like dealing with people we like
  + We like people who are like us OR who we’d like to be
* Communication training What to say & how to say it
  + Supervisor, Adjuster, Injury Coordinator
  + Any interactions w/ other stakeholders
* WC Communication Best Practices: responding to an injury
  + First day phone call
    - We are sorry this happened, how are you doing?
    - Anything I can do to help?
    - How is medical care so far?
      * Diagnosis, Treatment, Recovery (when do you think RTW?)
    - Do you know where to get prescriptions?
    - Invested in your recovery, any questions I can answer about RTW?
      * Win / win; benefits to recovery
    - Do you understand how wage replacement works?
    - Any other questions or concerns I can answer?
  + 3-Point Contact – Recorded Statement
    - Comfort
      * Being a good listener
      * Be nice;
      * Break the ice with light discussion, ask how they are doing
      * Take your time
      * Solve the problems you can
    - Conversation
      * Open-ended questions
      * Active listening
    - Confirm
    - Confront
    - Conclude
  + Supervisor response
    - Demonstrate Care
      * Private room
    - Set expectations
      * EE brochure: paid, medical, work
      * Interpret company policy
    - Facilitate Medical Treatment
      * Transport to provider, stay with employee
    - Document & investigate injury (injury triage)
      * Not determining causation or medical treatment
      * Complete reports of injury
    - Consistent Communication
      * First day phone call
* **Intentionally Developing Rapport**
  + Rapport fundamental principles
    - We like dealing with people we like
    - We like people who are like us
      * Common ground for communication
  + 1970 American anthropologist Ray Birdwhistell – Kinesics & Context
    - Communication is:
      * 7% Words
      * 38% Tone
      * 55% Physiology - body language
  + 1950s psychiatrist & psychologist Milton Erikson
    - One of greatest hypnotherapist of all time
    - Master of developing rapport with patients
      * Master of Matching & mirroring
* **Matching & Mirroring**
  + Rapport created by common ground
    - Style can be more important than substance initially
      * Slow talker or fast talker, high pitched voice
  + Erikson examples
    - cross legs, match communication style
  + Your Demeaner:
    - Pre-frame: state of mind going into discussion
    - Smile
    - Don’t cross arms
    - Use person’s name
    - Empathetic Listening
  + Rapport building techniques
    - On phone:
      * Tone of voice
        + Mickey mouse or lower
      * Tempo/Pace
        + Fast or Slow
      * Volume
        + Loud or soft
      * Temperament
        + Introvert & shy
        + Extrovert & outgoing
      * Key words, terminology
        + Simple or technical language
        + “I wrenched my back” vs
        + “Sounds like you had a thoracic or lumbar contusion”
    - In Person:
      * Eye Contact
      * Gestures
      * Posture
      * Facial expressions
      * Proximity
  + Discretion and common sense
    - Don’t mimic everything: obnoxious an inauthentic

**Main Point #3: Implementation - Practice Makes Perfect**

* Practice makes perfect
  + Waiter or waitress
  + Person at airport check-in
  + Next injured worker
* Role Playing in safe space
  + Practice with a partner
  + Practice at home
* Rapport fundamental principles
  + We like dealing with people we like
  + We like people who are like us