



WorkRx[®] Insight

A Skill Development Program to Manage Complex Cases

Getting Stuck! The Motivation Paradox suggests that, contrary to the notion that ill or injured people who are unable to successfully return to work in a timely manner are unmotivated, in fact, are mostly stuck. Ambivalence and resistance are the central drivers in being stuck. Developing skills to support an individual's efforts to reduce his or her ambivalence and resistance to return to work offers the opportunity for all parties to move forward.

Building Skills The intent of the program is to prepare human resource and disability management professionals recognize and manage the ambivalence and resistance presented by employees in a complex return to work effort following an injury, illness or chronic disease. The skills can be applied to employees with health and work performance deficits, individuals on short, long term or worker's compensation disability claims who appear likely to extend their lost time. A principle goal is to develop confidence and skills to move toward a collaborative, rather than adversary position in relation to the employee stuck in a complex health and productivity predicament

The content of the program is built upon the tenets of Rollnick & Miller's Motivational Interviewing (MI) and Prochaska's Readiness to Change model. Specific areas of attention are:

- Understanding the impact of injury, illness and chronic disease on productivity
- Developing effective interviewing skills that calibrate motivation to change
- Developing skills directed to resolving ambivalence and resistance
- A formal mentoring program to support a change plan or the WorkRx[®]

The format includes formal presentations, analysis of case studies, guided exercises and case mentoring sessions with targeted cases developing their return to work or change plans

The skill development program is typically presented over 12 weeks with 20 contact hours. The program content and format are aligned to the specific needs of the sponsoring organization. The program is designed to meet target goals, available time, as well as size, professional background and composition of the training group

Benefits achieved through the skills development program may include:

Employee

- Gains insight to being stuck
- Has a plan of action to calibrate success
- Aligns thinking process towards change

Disability Management Professional

- Increases insight to the likelihood of a RTW
- Creates a productive relationship with individual
- Reduces frustration with complex cases

Qualitative Outcomes

- Increases RTW outcomes
- Reduces duration and cost of claim
- Increase disability specialists satisfaction

Professional Fees: Please contact the WorkRx Group to review and discuss the professional fees: Kenneth Mitchell, Ph.D. 614.396.6106 or kmitchell@workrxgroup.com