

About Margaret Spence, CWC, RMPE

**Margaret Spence - Consultant, Speaker, Trainer, Author and
Founder of National Return to Work Week.**



Margaret is the President & CEO of Douglas Claims & Risk Consultants, Inc., and WorkCompSeminars.com. Her company is founded on one principle – *Safety has to be implemented from the Board Room to the Stock Room – Employers can no longer accept injuries as the inevitable cost of doing business.*[™]

In 1999, Margaret founded Douglas Claims & Risk Consultants, because she wanted to use the experience she gained as an Adjuster and Risk Manager to impact the way employers manage workers compensation injuries. Frustrated by the injury-settlement cycle, Margaret knew that the only way to stop this revolving door was to show employers how to successfully navigate the injury management process.

With more than 20 years of risk management and injury prevention experience, Margaret is an expert at showing companies how to navigate the often complex workers' compensation system. Through her expert guidance companies learn how to implement strategies that drastically reduce injury rates, increase productivity and energize employees to work safely. Her past experience managing injuries for public entities like the Palm Beach County School District, Palm Beach County Sheriffs Department and Fortune 500 Corporations like Tyco International, provided her with a unique glimpse into the inner workings of the Workers Compensation System, this experience is the core foundation of her commitment to helping employers implement proactive injury management polices and procedures.

In 2008, Margaret published her book – *From Workers Comp Claimant to Valued Employee*, she also founded *National Return to Work Week* – a pioneering concept that highlights the importance of keeping ill, injured and disabled employees in the workforce. National Return to Work Week (NRTWW) was added to the US Calendar in 2009 – the week will be celebrated annual on the second week in May. NRTWW focuses on helping employers understand that ill, injured and disabled employees can be contributing members of their team.

Margaret is a member of the Society for Human Resource Management (SHRM) Special Expertise Panel on Employee Health, Safety and Security and a continuing education provider for the Human Resources Certification Institute (HRCI). Margaret writes and speaks extensively on workers compensation, disability, wellness and strategic organizational leadership. She has been quoted or had articles published in: *HR Florida Magazine, HR Magazine, Workforce Management, American Chronicle, Risk Management Quarterly and National Underwriter Magazine*. Her blog – *WorkersCompGazette* was awarded 2010 Top 25 Workers Compensation Blog by LexisNexis.

To Bring Margaret to your Organization – Contact Speaker Scheduling at:
561-795-3036 or Email Patricia Campbell - Director of Marketing and Programs at:

SpeakerInfo@MargaretSpence.com

Margaret's Website - www.MargaretSpence.com

Corporate website – www.CDouglasRMS.com

About Margaret Spence, CWC, RMPE

Keynote Speaking Topics

Entrepreneurship

- So You Want to Be in Business – Stepping Into the CEO Chair
- From Employee to CEO – Creating a Plan to Advance “Me”
- I Quit – Taking the Leap of Faith
- If I Had a Dollar for All the Promises of New Business – Defining Staying Power

Diversity and Leadership

- Smart Women Must Take Bold Risk – Defining Success for Women Leaders
- 10 Things My Mother Told Me that Defines My Success Today
- My Immigrant Story – When You Don’t Fit In You Get Smarter

Workers Compensation & Disability Management

- I’ve Fallen and I Won’t Get Up – 10 Strategies to Effectively Manage Workers Comp
- Everybody Hates Workers Comp – Boot Camp for HR Managers
- Changing the Paradigm – From Workers’ Comp Claimant to Valued Employee.
- Can Injured Employees Return to Work Successfully?
- Disability Means Ability – Winning Retention Strategies for Injury Management
- You’re Asking Me to Do Too Much – Advocating Safety on a Shoe String Budget

Margaret’s Education and Training Includes:

- Currently Completing Graduate Degree in Organizational Leadership from Columbia Southern University
- Public Entity Risk Management Designation (RMPE) – AIC/CPCU
- Workers Compensation Board Certification – (CWC)
- Human Resource Certification Institute – (HRCI) Approved Instructor and Recertification Provider
- Florida Agents and Agency Licensing- Department of Financial Services - Approved Instructor and Continuing Education Provider
- 141 - hours of Workers Compensation Regulatory, Case Law, Medical Management and Legal Review Training & Certifications
- Florida 520 License – All lines Adjuster License
- Florida 220 License – Insurance Agent
- Florida Windstorm, Flood Claim Management Certified Adjuster
- National Flood Insurance Program Certified Adjuster – NFIP
- Certified Trainer – Insulated Aerial Devices and Forklift/Lift Truck Operator Trainer
- OSHA Safety Training Certification

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Books:

- *From Workers' Comp Claimant to Valued Employee – Injured Employee Can Return to Work, Employers Guide to Implementing a Proactive Return to Work Program*, June 2008



Radio/Podcast:

- Weekly Radio Program – *The Workers Comp Educator* – BlogTalkRadio
- Weekly Webcast and Employers Roundtable – *The Workers Comp Educator Online* – BrightTALK Network

Blog:

- Weekly Newsletter/Blog – *The Workers Comp Gazette* – Editorial Manager – Voted Top 25 Blog on Workers Compensation by LexisNexis 2010

Article Publications:

- Contributing Writer to Lexis Nexis Workers Compensation Review
 - *6.2 Million Reasons to Implement a Proactive Return to Work Program*
 - *Physician Your Return to Work Decision is Not Clear – Are We On The Same Team?*
- Article – *A Balance Between HR and Risk Management* – Human Resource News, January 2007
- Article – *Return to Work Programs Significantly Decrease Workers' Compensation Cost* – American Chronicle Magazine, January 2008
- Article – *Lost Workdays a Billion Dollar Crisis in the American Workforce* – American Chronicle, March 2008
- Articles – Contributing writer to American Chronicle – weekly article on workers' compensation issues.
 - *Guns in the Workplace Legislation Highlight Workplace Violence Exposure.*
 - *Return to Work 101 – Importance of Supervisors and Managers*
 - *Did you Just Hire Your Next Workers' Comp Claimant?*
 - *Can Injured Employees Return to Work Successfully? The Question Should Be Why Do We Allow Injured Employees To Stay at Home?*
- Article – *Can Injured Employees Return to Work Successfully? Avoiding Return to Work Nightmares* – HR Florida Magazine, June 2008
- Article – *Avoiding Immigration Nightmares* – Lowe's For Pros Magazine, August 2008 (Interview and Article)
- Article – *When Bad Things Happen to Good Employees* – Continental Airlines Magazine, December 2008 (Interview and Article)

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Professional Association Memberships:

- VP at Large Professional Development – Greater Miami Society for Human Resource Management (GMSHRM) Elected 2010 – 2011 Board
- Item Writer for SHRM – PHR/SPHR Test Questions via the Human Resources Certification Institute
- Appointed to the *Society for Human Resource Management (SHRM) – Special Expertise Panel on Employee Health, Safety and Security* – Three Year Term beginning June 1, 2008 – December 2011
- Elected VP Marketing 2008 – American Society for Training and Development – ASTD – Ft. Lauderdale Chapter
- American Society for Training and Development – ASTD – National Member
- Society for Human Resource Management – National Member and Ft. Lauderdale, Palm Beach County Chapter Member
- Florida Speakers Association – Ft. Lauderdale/South Florida Chapter Member
- Past President – Friends of 440 Scholarship Fund – West Palm Beach Chapter
- Past Board Member for Florida Women’s Business Resource Center – Delray Beach, Florida

Presentations:

Latin American Association of Insurance Agents – August 2011

- Everybody Hates Workers Comp – Agents Must Add Value in a Tough Economy

Manasota Diversity Conference – Keynote Speaker – April 2011

- *Smart Women Must Take Bold Risk – Defining Success for Women Leaders*

HRPBC – Human Resources Association of Palm Beach County Annual Conference – May 2011

- *I’ve Fallen and I Won’t Get Up: 10 Strategic Policies to Effectively Manage Workers Comp Injuries*

AGRIP – Association of Governmental Risk and Insurance Pools – Annual Conference – October 2010 – Nashville, Tennessee

- *Everybody hates Workers Compensation – Disability Management Starts on Day One*

Centers for Disease Control (CDC & CIDRAP) – Minneapolis, Minnesota – *Keeping Employees at Work During the H1N1* – September 2009

- *Risk Management Side of the H1N1 – Breakout Session*
- *Workers Compensation and the H1N1 - Keynote*

CPCU – Annual Conference – Denver, Colorado – August 2009

- Keynote – *Employers Balancing on Thin Ice – Workers Compensation Trends 2009*

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HRABC – Human Resources Association of Broward County – Annual Conference – October 2009

- *Terminate Me Please! (Oh, Did You Forget About My Workers Comp Claim?)*

HR Florida Annual State Conference – Orlando, Florida – August 2009

- *From Workers Comp Claimant to Valued Employee – Get Them Back to Work Now*

Florida Workers' Compensation Education Conference – FWCI – 2008 to 2011

- *What? You Don't Have a Drug Free Workplace? Compliance 101 – August 2011*
- *Taking the Occupational Clinic Experience from Good to Great – August 2010*
- *Early Intervention Programs – Early Return to Work – August 2008*

Greater Miami Society for Human Resources Management – GMSHRM

- *A Proactive Approach to Workers' Compensation – A New Look at Employee Turn-over, Injury Prevention and Return to Work Lawsuits – November 2007*

Sarasota Society for Human Resources Management – SHRMA

- *HR's Not Responsible for Safety – Right? – October 2010*
- *The Perfect Storm when State Workers Comp Collide with Federal Laws – September 2009*
- *Can Injured Employee's Return to Work Successfully? – Implementing a Strategic Return to Work Program – July 2008*

Orlando Society for Human Resources Management – CFHRA

- *Becoming A Strategic Injury Management Partner for Your Organization – June 2008*

Latin American Independent Insurance Agents Association – LAIIA

- *Annual Convention Breakout Session – Demystifying the Experience Modification – July 2009*
- *Changing Workers' Compensation Landscape – Adding Value to Your Workers' Comp Book of Business – September 2008 – Dinner Meeting Speaker*
- *Annual Convention Breakout Session Instruction – Employment Liability – Hidden Exposure for your Clients – July 2008*
- *Annual Convention Breakout Session Instructor – Hidden Workers Compensation Exposures – July 2007*



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Florida Association of CPA's - FICPA

- *Cost of Not Implementing Risk Management* – April 2007
- *Experience Mod 101 – Injury Cost to Small Business* – April 2005

Electrical Contractors Association - IEC

- Electrical Contractors Association Annual Meeting, Tampa, Florida – *Workers Comp and Your Company* – October 2009
- National Convention Presenter – *Workers' Compensation 101 and Implementing Safety on a Shoestring Budget* – March 2008
- *Implementing Safety in a Shrinking Labor Market* – July 2007
- *Workers Compensation 101 - Keynote Speaker* – Mike Holt – Electrical Contractors Convention – June 2006

Casualty & Property Insurance Underwriters Association – CPCU – Miami Chapter

- *What does the Guns in the Workplace Legislation Mean for Your Clients?* – June 2008 – Luncheon Speaker
- CEU Training Program Instructor – *Your E & O is On the Line – Insurance Agent Mistakes that Can be Decided by a Judge* - January 2007
- Luncheon Speaker – *Critical EPLI Exposures Created when Employers Refuse to Bring Injured Employee Back to Work* – November 2007

Risk & Insurance Management Society – Miami Chapter – RIMS

- *Effective Injury Management and Proactive Vendor Management – Who's Keeping an Eye on Your Claims Dollars?* – May 2006

Florida Women's Business Center

- *Insurance 101 for New Business Owners* – Adjunct Instructor for the SBA's Women Business Center – January 2005 to December 2006.

CREW – Commercial Real Estate Women's Association

- *Understanding Risk Management* – June 2005

Florida Association of Self Insured Employers - FASI

- Panel – *Developing Effective Communication with Workers Compensation Physicians* – May 2005

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Websites:

- Return to Work Program Implementation – www.ReturntoWorkResources.com
- Workers Comp Seminars and Training – www.WorkCompSeminars.com
- National Return to Work Week – www.NationalReturntoWorkWeek.org
- Consulting/Corporate Website – www.CDouglasRMS.com
- Entrepreneurship – www.FromEmployeeetoCEO.com
- Award Winning Blog – www.WorkersCompGazette.com

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