

Training Course Needs Analysis Form

Please answer the following questions to the best of your knowledge. The information gathered will be used by the Instructional Design team to determine the feasibility and priority of your training need.

Key Contact Information			
	Name	Phone	Email
Requestor	Roger Neal	800-562-8981	rogern@awcnet.org

Date of submission: August 21, 2014

Course Information	
Course Name	Return to Work – Communication is Key
Type of Course:	<input type="checkbox"/> New Course <input type="checkbox"/> Modification <input type="checkbox"/> Refresher Training If a refresher course, what is the driver for the refresher? Frequency of refresher?

Background Information	
Course Objective: What is the overall objective and expectations of the requested training?	At the conclusion of this workshop, participants will be able to: <ol style="list-style-type: none"> 1. Explain how 'return-to-work' works . 2. Describe the three types of RTW options outlined by the Washington State Department of L & I. 3. Given a learning activity, develop the skill of suspending judgment and preconceived opinions about injured workers. 4. Identify what their role and responsibility is in a RTW program. 5. Demonstrate knowledge of the key elements of effective communication and any barriers that impede success.

<p>Audience: P1A Local Gov U FR1A EMS1</p>	<p>Department heads, first line supervisors, co-workers</p>
<p>Impact: Please briefly describe the justification to create/modify the course.</p>	<p>Employees who participate in a Return-to-Work Program heal faster, provide meaningful work that often isn't getting accomplished due to lack of staffing, and reduces worker compensation costs.</p> <p>An essential requirement for a successful Return-to-Work Program is good communication between the employer and the injured employee. The goal of this training is to help coworkers and supervisors create a workforce where employees are confident they will be cared for if an on the job work injury occurs.</p> <p>This program is specifically designed to help co-workers and supervisors understand what employees with a work injury need, and to ensure the employee's recovery is supported by both management and co-workers so that the injured employee returns to their normal job as soon as possible.</p>
<p>Issues/challenges: Describe the non-training-related issues of which we should be aware.</p>	<p>Resistance by co-workers who may be upset because they have to do the injured worker's job in addition to their own job.</p> <p>Lack of understanding of what the injured worker is emotionally and physically dealing with in terms of job stability, financial stress, family responsibility.</p> <p>Organized labor (Unions and Guilds) who contend that the injured worker on a Return-to-Work temporary assignment are taking away jobs which should be included in the bargaining unit.</p> <p>Perception by both employees and supervisors that Return-to-Work programs are just "make work" projects and can be demeaning to the employee.</p> <p>Need for supervisors to monitor the worker to ensure that the injured worker</p>

	does not exceed the medical restrictions while on the Return-to-Work assignment.
Prerequisites: List pre-requisite training and/or skills here.	None
Time Frame: When would you like to see this course launched? Are there any circumstances that should be considered when prioritizing this project?	Oct 1, 2014 Training component of this project is largely funded by a State of Washington Grant, which must have the grant dollars used before Oct. 1, 2014.

Anticipated Deliverables (Check all that apply)

- Full – Length (1 – 2 hours)
- Training Block
- Video

List the content resources that are available (policies, processes, reference guides, regulatory guidelines, etc.). Also denote the source from which the resource can be obtained as well as the content focus for the resource.

Supporting Materials		
Name	Source	Content Focus
Deborah Howard	RTW Course Curriculum	Course Outline
Return to Work – The Mike Roussele Story	http://youtu.be/VgSqRq5z2Ls	
Roger Neal	AWC Workers' Comp Retro	Sample Light Duty Tasks
Roger Neal	AWC Workers' Comp Retro	Sample RTW written program
	L&I Employer's Return to Work Guide	Financial incentives available for L&I

Proposed Topics	Proposed Scenarios

To be completed by Training SME:

Comments/Feedback on 1 st Draft (please also mark edits/changes with Track Changes)

Questions on 1 st Draft

Course Analysis Worksheet

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Training SME Initials for completion for review

Date