

RTW Planning Meeting

The return-to-work (RTW) planning meeting can determine the success of an injured worker's safe return to work.

Injury tends to heighten feelings and emotions. Consider more than just what is being done to bring the worker back to work. Consider how it is being done. You will make the transition easier.

Planning meeting tips:

- Involve the worker
- Avoid prejudging
- Put the injured worker at ease
- Express genuine concern and support for the injured worker's condition
- Allow all participants to have a voice in anticipating and raising potential concerns or problems
- Be attentive
- Be patient
- Ask for clarification if needed
- Be open to ideas
- Be flexible
- Involve the union (if applicable and with permission of the injured worker)
- Close the meeting on a positive note

Listen

- Use active listening
- Ask questions
- Paraphrase
- Exhibit empathy
- Don't interrupt
- Use open body language, observe for closed body language or signs of discomfort
- Be aware of personal biases or values that may distort what you hear
- Don't judge

Question

Asking questions facilitates communication because it:

- Helps you get more and valuable information
- Shows that you are paying attention
- Shows that you are interested in and value what the speaker has to say

Ask open questions (e.g., use how and what) so that you receive more than a yes, no or maybe reply.

F
A
C
T
S
H
E
E
T