

**Education**

<i>Doctor of Education in Organizational Leadership – Organizational Development</i>	2021
Grand Canyon University, Phoenix, Arizona	
Dissertation: A Casual-Comparative Study of Generational Differences in Employee Engagement	
<i>Specialist in Education, Educational Leadership – Business</i>	2012
<i>Master of Public Administration, Public Policy</i>	2008
Drake University, Des Moines, Iowa	
<i>Bachelor of Arts, Political Science, Dance</i>	2005
University of Iowa, Iowa City, Iowa	

**Work Experience**

<b>DCM</b>	<b>2022 to present</b>
<i>President</i>	
<ul style="list-style-type: none"><li>• Workers’ Compensation expert; Advise organizations on scope and business strategy in the industry.</li><li>• Keynote speaker on Workers’ Compensation &amp; Leadership.</li><li>• Design risk management programs for employers to help improve workers’ compensation programs and overall organizational behavior through appropriate leadership channels of execution and buy in for successful actions of implementation.</li><li>• Create training and development programs for organizations to improve employee experience through personal and professional educational advancement.</li><li>• Public speaking and educational training on leadership, workers’ compensation, and human resources.</li><li>• Research, development, and design of content creation for various publications and educational platforms including: WorkCompCollege, WorkCompCentral, Captive.com, WorkersCompensation.com, and BLOOM.</li></ul>	
<b>Emory Industrial Holdings Co.</b>	<b>2022</b>
<i>Chief Risk Officer</i>	
<ul style="list-style-type: none"><li>• Designed, executed, and implemented an enterprise risk management program for an industrial services company providing resources to the oil and gas industry with heavy focus on workers’ compensation and auto liability exposures based upon the nature of the business.</li><li>• Responsible for the oversight and leadership of Human Resources; training &amp; development of human capital; fleet operations and management; ethical integrity; compliance and regulatory components of operations; procurement, contracts, and vendor applications; environment, health &amp; safety; and risk management.</li><li>• Created and managed insurance captive programming for workers’ compensation, auto, and general liability. Designed insurance programming for all areas outside of the captive and managed for financial gain.</li><li>• Created Human Resource department to assist in the organizations growth and development of human capital from recruiting, retention, job description design, structuring compensation for various employee groups, incentive planning, leadership management, organizational onboarding and training, employee development, ongoing programming, fleet and insurance management of personnel, developed key performance indicators and objective key results for accountability metrics, and employee engagement programming.</li></ul>	

## North American Risk Services, Inc.

2021 to 2022

*Chief Workers' Empowerment Officer; Vice President of Workers Compensation*

- **Created the industry changing Workers' Compensation Center of Excellence.**
- Management responsibilities for Worker's Compensation line with a total of 45 direct/indirect reports.
- Designed and implemented new administration of workers' compensation formulated around positive psychology, psychosocial issues, social determinants of health, Maslow's Hierarchy of Needs, and Herzberg's Two-Factor Theory.
- Built training and education for workers' compensation claims professionals to further advance the art of claims handling enhanced by human connection, empathy, emotional intelligence, and customer centricity.
- Oversight and collaboration of sales, marketing, financials, training & development, operations, compliance, technology, and human resources to execute business strategy for the line of workers compensation for NARS.

## Continental Western Group

2017 to 2021

*Director of Workers' Compensation*

- **Created the industry leading Workers' Recovery Unit**
- Management responsibilities for Worker's Compensation with a total of 20 direct/indirect reports.
- Implemented predictive modeling analytics to identify high risk claims resulting in early return to work, reduced cycle time, and overall cost savings.
- Enhanced quality review and metrics for audit process focusing on overall claim outcome.
- Improved strategies with actuaries on pending case reserves and outstanding IBNR.
- Improved quality of workers' compensation roundtables by collaborating with other departments (Risk Services, Underwriting, Legal, Subrogation & Actuarial) for strategy development.
- Developed, implemented and executed education process for all new hires in workers' compensation.
- Established an overall awareness of employee engagement with analytics of assessment tools.
- Executed departmental restructure with specialization and alignment with jurisdictional knowledge.
- *President of Journey Leaders*, the grassroots internal development program created to increase personal and professional skills of all CWG associates based upon twelve competencies.
- Co-Creator & Co-Host of **ADJUSTED**, a claims podcast & blog. <https://adjusted.buzzsprout.com>

## RTW-Absentia

2015 to 2017

*Workers' Compensation Practice Leader*

- Developed training and marketing on psychosocial issues and predictive analytics for workers' compensation agents.
- Created procedures to assist clients with return-to-work implementation.
- Improved marketing strategies to encompass loss control and risk management as added member benefits.
- Developed relationships with key executives enhancing cross departmental relationships.
- Motivated and engaged Absentia employees through team building, open communication, monthly team meetings, one-on-one discussions and strategy sessions.
- Assessed client data for risk analysis of workers' compensation programs.
- Presented on workers' compensation program development and enhancements with analytical tools focused on psychosocial issues to stakeholders in various organizations.

## **Farm Bureau Property and Casualty Insurance Companies**

**2013 to 2015**

### *Workers' Compensation Claims Manager*

- Management responsibilities for Worker's Compensation with a total of 16 direct/indirect reports.
- Implemented predictive modeling analytics to identify high risk claims resulting in early return to work, reduced cycle time, and overall cost savings.
- Stream-lined vendor management processes and reinsurance billings.
- Created claims score card to track reserves, last touch of files, case load, audit and claim assignment in addition to open and closed files.
- Developed legal tracking metrics on claims from petition to settlement/hearing for outcome improvement and overall litigation management.
- Enhanced quality review and metrics for audit process.
- Improved strategies with actuaries on pending case reserves and reinsurance.
- Key leader on the development and implementation of the new claims system.
- Improved quality of workers' compensation roundtables by collaborating with other departments (SIU, Risk Management, Underwriting, Legal and Actuarial) for strategy development.
- Developed, implemented and executed education process for all new hires in workers' compensation.
- Established an overall awareness of employee engagement with analytics of assessment tools.
- Executed departmental restructure with specialization and alignment with company best practices.

## **Sedgwick**

**2006 to 2013**

### *Claims Team Lead – Assistant*

- LEAD Graduate (Leadership, Education and Development)
- Excellence Award Winner (top 1%)
- Developed educational process for training of new hires in workers' compensation.
- Implemented monthly educational sessions for claims handling development of team.
- Created mentorship opportunities for employee growth.
- Generated roundtable discussions for strategy development amongst adjusters.

### *Vendor Relations Manager*

### *Senior Claims Examiner*

### *Claims Examiner*

### *Senior Recovery Examiner*

### *Claims Representative*

## **Scheldrup Law Firm**

**2005 to 2006**

### *Paralegal/Legal Assistant*

- Performed paraprofessional duties for a workers' compensation law firm with specialization in trucking clients and insurance carriers.
- Secured certification for workers' compensation through Kirkwood Community College.

## **Teaching Experience**

### **Drake University**

**2019 to present**

*Assistant Professor of Practice (Zimpleman College of Business)*

*Co-Director of the Master of Science in Leadership Program (College of Education)*

*Executive Presence Program Lead (Executive Education)*

## Professional Designations

- Senior Claims Law Associate - GOLD (SCLA)
- Associate in Claims (AIC)
- Associate in Claims Management (AIC-M)
- Associate in Management (AIM)
- Associate in Insurance Services (AIS)
- Associate in General Insurance (AINS)
- Associate in Customer Service (ACS)
- Certified Leadership Professional (CLP)
- Certified Insurance Industry Professional (CIIP)
- Certified Litigation Management Professional (CLMP)
- Certified Claims Professional (CCP)
- Workers Recovery Professional – Associate (WRP-A)
- Workers Recovery Professional (WRP)
- Motivational Interviewing Certification
- Certificate in Diversity, Equity & Inclusion (University of South Florida)
- Certificate in Inclusive & Ethical Leadership (University of South Florida)
- Certificate in Customer Experience (University of South Florida)
- Associate in Customer Service (ASCR) – *In Progress, 03/2024 Completion*

## Activities

- **WorkersCompensation.com**; Journalist & Experts View Contributor
- **Captive Insurance Company Reports (CICR)/Captive.com**; Contributor
- **BLOOM (formerly IN TOUCH WC)**; Contributor
- **National Leadership Academy**; Counselor
- **The Alliance of Women in Workers' Compensation**; Iowa Ambassador; Collaboration Leader
- **Claims & Litigation Management Alliance**; Board Member, Claims College Dean of WC
- **WorkCompCollege**; Faculty & Contributor – *Claire's Corner*
- **Kind Souls Foundation**; Ambassador & Volunteer
- **Des Moines Area Community College (DMACC)**; Advisory Board Member – Paramedics
- **Iowa Court Appointed Special Advocate (CASA)**; Volunteer
- **Rising Insurance Star Executives (RISE)**; Strategic Advisory Board Member, Mentor
- **The Transitions**; Founder, Mentor

## Achievements

- **2019 SCLA Distinguished Claims Person of the Year**
- **2019 IAIABC NextGen Award Winner**
- **2019 WorkCompCentral's Comp Laude® Finalist & Honor Roll – Industry Leader**
- **2019 Insurance Business America Young Guns Award Winner**
- **Des Moines Business Record's Forty Under 40 – Class of 2020**
- **2020 Insurance Association of Greater Des Moines Rookie of the Year**
- **2020 Insurance Association of Greater Des Moines Claims Professional of the Year**
- **2020 WorkCompCentral's Comp Laude® Finalist & Honor Roll – Industry Leader**
- **2020 WorkCompCentral's Comp Laude® People's Choice Award Winner**
- **2020 WorkCompCentral's Comp Laude® Award Winner – Magna Comp Laude**
- **2020 IN TOUCH Awards – Making a Difference Award for the WRU**
- **2020 IN TOUCH Awards – Most Influential**
- **West Des Moines Leadership Academy – Class of 2020-2021**
- **2020-2021 Drake University Adjunct Professor of the Year**

- **2021 International Association of Insurance Professionals – Region V – Rookie of the Year**
- **2021 Insurance Association of Greater Des Moines Young Professional of the Year**
- **2021 Insurance Association of Greater Des Moines Service Professional of the Year**
- **2021 CLM Claims Management Professional of the Year**
- **2021 Rising Insurance Star Executive (RISE) Award Winner**
- **2021 WorkCompCentral’s Comp Laude® Finalist & Honor Roll – Humanitarian Award**
- **2022 Insurance Business America Hot 100**
- **2022 Insurance Association of Greater Des Moines Risk Professional of the Year**
- **2022 BLOOM Excellence Awards – Game Changer Award Winner**
- **2022 BLOOM Excellence Awards – Women Leading the Way in Workers’ Compensation Award**
- **2023 Drake University Global Citizen Forum Social Impact Showcase – Selected Project Presenter**
- **2023 Iowa Women Lead Change Speak Tank Winner**
- **2023 BLOOM Excellence Awards – Most Influential Award**
- **2023 BLOOM Excellence Awards – Women Leading the Way in Workers’ Compensation Award**
- **2023 BLOOM Excellence Awards – Game Changer of the Year Award**
- **2024 RISE – Rising Insurance Star Executives - Innovator of the Year Award – Finalist**
- **2024 Madeline Levitt Outstanding Mentor of the Year - Nominee**

### Speaking Engagements

- "Lag-Time Control: 5 Reasons to File 'Em Fast  
04/12/2018 - *Iowa-Illinois Safety Counsel Conference (Coralville, Iowa)*
- "Workers' Recovery: Changing the Game"  
10/02/2018 - *Workers' Recovery Unit Fall Summit (Lincoln, Nebraska)*
- "Finding the Humanity in Workers' Compensation Claims"  
02/28/2019 - *Iowa Ortho Workers' Compensation Conference (Des Moines, Iowa)*
- Episode 6: Predictive Modeling, the aging workforce, and telemedicine.  
03/05/2019 - *Know the Risk Podcast, iTunes*  
<https://knowtherisk.libsyn.com/know-the-risk-3>
- "Humanity in Insurance"  
03/14/2019- *USA Group Safety Day Training (Urbandale, Iowa)*
- "Employer Advocacy: Opening the Doors to Opportunity"  
04/08/2019 - *Auto Systems Annual Safety Meeting (West Des Moines, Iowa)*
- "Humanity of Claims: Keeping Compassion in Workers' Compensation"  
04/30/2019 - *The Alliance of Women in Workers' Compensation (Minneapolis, Minnesota)*
- “Aggressive Claims Handling”  
05/22/2019 - *CLM - Workers' Compensation (Chicago, Illinois)*
- "Humanity of Claims: Keeping Compassion in Workers' Compensation"  
06/19/2019 - *The Alliance of Women in Workers' Compensation (Denver, Colorado)*
- "Finding the Humanity in Workers' Compensation Claims"  
08/01/2019 - *True North Claims & Safety Summit (Cedar Rapids, Iowa)*
- "Tools, People and Resources: The Fuel that Drives RTW Excellence"  
08/13/2019 - *Workers' Compensation Institute (Orlando, Florida)*

- "The Alliance of Women in Workers' Compensation: Rise & Resilience"  
08/14/2019 - *Workers' Compensation Institute - Alliance of Women in Workers' Compensation (Orlando, Florida)*
- "Finding Humanity in Workers' Compensation"  
08/21/2019 - *Governor's Conference on Workers' Compensation (Big Sky, Montana)*
- "Finding Humanity in Workers' Compensation"  
09/26/2019 – *UIHC: Hawkeye on Safety Conference (Coralville, Iowa)*
- "Finding Humanity in Workers' Compensation Claims"  
10/03/2019 – *MVP Workers' Compensation Conference (West Des Moines, Iowa)*
- "Humanity of Claims: Keeping Compassion in Workers' Compensation"  
10/11/2019 – *Iowa SHRM State Conference (Des Moines, Iowa)*
- "Generational Differences in Employee Engagement"  
10/25/2019 – *International Leadership Association, Emerging Scholars (Ottawa, Canada)*
- "A Causal-Comparative Study of Generational Differences in Employee Engagement"  
10/26/2019 – *International Leadership Association (Ottawa, Canada)*
- "Humanity of Workers' Compensation"  
10/29/2019 – *Quality Living, Inc. (Omaha, Nebraska)*
- "Finding Humanity in Workers Compensation"  
11/01/2019 – *48th Annual Iowa Governor's Safety & Health Conference (Des Moines, Iowa)*
- "Understanding Humanity in Workers Compensation"  
11/11/2019 – *Twin Cities Insurance Club (Minneapolis, Minnesota)*
- Episode 14: Claire Muselman, Continental Western Group  
11/14/2019 – *Work Comp Pulse Podcast, iTunes*
- "Humanity in Workers' Compensation"  
11/15/2019 – *The Heartland Center for Occupational Health & Safety Case Management Seminar (Coralville, Iowa)*
- "Mindfulness"  
01/10/2020 – *Alliance of Women in Workers Compensation - Florida Chapter (St. Petersburg, Florida)*
- "Humanity in Workers' Compensation"  
01/16/2020 – *Alliance of Women in Workers' Compensation - Iowa Chapter (West Des Moines, Iowa)*
- "From Pep Talk to Game Plan: How to Change the Work Comp Industry"  
02/28/2020 – *2020 Workers' Compensation & Disability Management Summit (Las Vegas, NV)*
- "Controversial Rating Factors Used to Affect Auto Insurance Premiums"  
02/12/2020 - *Drake University (Des Moines, Iowa)*
- "Telemedicine & Physical Therapy in Workers' Compensation: Helping Employers, HR, & Adjusters Navigate the Process During COVID19"  
04/14/2020 – *Webinar - Zoom & YouTube*

- “Light Duty Works, If You Do”  
06/18/2020 - *Claims & Litigation Management (CLM) Alliance Workers’ Compensation Conference (Virtual)*
- Episode 2: Women of September Series: Claire Muselman  
09/03/2020 – *Just Begin Magazine Podcast, iTunes, Spotify*
- “Humanizing Insurance – The Advantage of Being Nice”  
10/14/2020 – *Insurance Association of Greater Des Moines (IAGDM) (Des Moines, IA)*
- “Passing the Torch Without a Stumble: The Coming Decade of Transition from Old to Young”  
10/21/2020 – *National Workers’ Compensation & Disability Conference (Virtual)*  
<https://wconference.com/passing-the-torch-without-a-stumble-the-coming-decade-of-transition-from-old-to-young/>
- “Finding Your Authentic Self”  
11/05/2020 – *Alliance of Women in Workers’ Compensation Virtual Conference*
- “Cultivating Real Mentorship: Bringing Up the Next Generation of Work Comp Professionals”  
11/05/2020 – *WorkCompCentral Comp Laude® Awards & Gala (Virtual)*
- Trailer – Greg Hamlin & Claire Muselman - ADJUSTED  
11/30/2020 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/6619162-adjusted-trailer>
- Episode 1: Keys to Proper Claims Reporting  
12/07/2020 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/6697927-keys-to-proper-claims-reporting>
- Comp Laude® People’s Choice – A Foster Child Takes on the Industry  
12/03/2020 - *WorkCompCentral Comp Laude® Awards & Gala (Virtual)*  
<https://www.youtube.com/watch?v=zG9Kj8-E2kw>
- “Generational Threat to Insurance”  
12/14/2020 – *Twin Cities Insurance Club (Virtual)*
- “Lead Human Being Not Human Doings: A Conversation of Cultural Awareness & Acceptance”  
12/17/2020 – *Claims & Litigation Management (CLM) Alliance December Webinar Series*
- Episode 2: Catastrophic Claims Handling with Dr. Branco  
12/21/2020 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/6884858-catastrophic-claims-handling-with-dr-branco>
- Episode 3: Chronic Pain Coaching with Becky Curtis  
01/04/2021 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/6955193-chronic-pain-coaching-with-becky-curtis>
- Episode 4: Causation with Dr. Michael Baden  
01/18/2021 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/7296721-causation-with-dr-michael-baden>
- “The Transitions – Igniting the Flame”  
01/21/2021 – *The Transitions Webinar Series, Episode 1*  
<https://www.youtube.com/watch?v=VZN0c7fzhkk>
- “2021 Trends in Workers’ Compensation”  
01/27/2021 – *Independent Insurance Agents of Iowa (IIAI) Virtual Rural Agents Conference*

- Episode 5: Managing Medical with Angie Carlisle  
02/01/2021 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/7525387-managing-medical-with-angie-carlisle>
- “The Transitions – Claire & Mark on ... Mentoring”  
02/09/2021 – *The Transitions Online (YouTube)*  
<https://www.youtube.com/watch?v=xllBU8wyxZ4>
- Episode 6: Subrogation with Ryan McIntosh  
02/15/2021 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/7810768-subrogation-with-ryan-mcintosh>
- Episode 7: Successful Return-to-Work with Natalie Torres  
03/01/2021 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/8028656-successful-return-to-work-with-natalie-torres>
- “The History of Workers’ Compensation”  
03/04/2021 – *IN TOUCH Mentor Series (Virtual)*
- Episode 54: TOA Storytellers – Claire Muselman  
03/04/2021 – *TOA Storytellers Podcast, iTunes, Spotify, YouTube*  
<https://lnkd.in/g/WsH96m>
- “The Transitions – Claire & Mark on ... Communication”  
03/08/2021 – *The Transitions Online (YouTube)*  
<https://www.youtube.com/watch?v=jfJ91Je2SmU>
- “Women’s History: #ChoosetoChallenge”  
03/08/2021 – *Berkley Technology Services, a Berkley Company – Women in Technology (Virtual)*
- Episode 8: Bill Negotiations with Wendy Goddard  
03/15/2021 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/8117416-bill-negotiations-with-wendy-goddard>
- “The Transitions – Reimagining Communication”  
03/16/2021 – *The Transitions Webinar Series, Episode 4*  
[https://www.youtube.com/watch?v=qN0-VsAMs\\_A&t=3s](https://www.youtube.com/watch?v=qN0-VsAMs_A&t=3s)
- “Authentic Leadership”  
03/23/2021 – *Ametros Women’s History Month Event (Virtual)*
- “The Transitions – Claire & Mark on ... Francis Perkins & the Triangle Shirtwaist Factory Fire”  
03/25/2021 – *The Transitions Online (YouTube)*  
<https://www.youtube.com/watch?v=R2600pgCgBo&t=86s>
- Episode 9: Fraud with Russ Buchanan  
03/29/2021 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/8205143-fraud-with-russ-buchanan>
- Episode 10: Safety Culture with Van Langham  
04/12/2021 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/8305931-safety-culture-with-van-langham>
- “Using Emotional Intelligence for Success”  
04/15/2021 – *IN TOUCH Mentor Series (Virtual)*
- “Compensation & Negotiation”  
04/21/2021 – *Drake University Student Human Resource Association (Virtual)*



- Episode 11: Medical Marijuana with Mark “RxProfessor” Pew  
04/26/2021 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/8385646-medical-marijuana-with-mark-rxprofessor-pew>
- “Using Emotional Intelligence for Success, part II”  
05/06/2021 – *IN TOUCH Mentor Series (Virtual)*
- Episode 12: Alternatives to Opioids with Dr. Jeffrey Hazelwood  
05/10/2021 – ADJUSTED, a claims podcast  
<https://adjusted.buzzsprout.com/1500340/8466951-alternatives-to-opioids-with-dr-jeffery-hazlewood>
- “Bouncing Forward: Recovering from the Emotional Trauma of COVID-19”  
05/13/2021 – *Claims & Litigation Management (CLM) Workers’ Compensation Conference (Virtual)*
- “Finding Your Happy: Rewriting Your Scripts”  
05/18/2021 – *Insurance Association of Greater Sioux Falls (IAGSF) (Sioux Falls, SD)*
- “Why the Status Quo in Workers’ Comp Will Not Succeed in Attracting the Next Generation”  
05/19/2021 – *Professional Insurance Women in Minnesota (PIW) (Minneapolis, MN)*
- “Compassion in Claims Handling”  
05/20/2021 – *Coverys (East Lansing, MI)*
- “Injured Worker Advocacy”  
06/03/2021 – *Harford Mutual Insurance Group (Bel Air, MD)*
- Shifting the Focus – Interview with Dr. Claire Muselman  
06/03/2021 – *International Association of Industrial Accident Boards & Commissions - IAIABC – Accidentally Podcast: iTunes, Spotify, YouTube, Audible*  
<https://resources.iaabc.org/accidentally/>
- Episode 4: Bringing More Humanity to WC Claims Handling with Dr. Claire Muselman  
07/13/2021 – *Deconstructing Comp: iTunes, Spotify, YouTube, Audible*  
<https://feeds.buzzsprout.com/1771455.rss>
- “Becoming Your Most Authentic Self”  
07/20/2021 – *California Self Insurers Association – CSIA (Virtual)*
- “Becoming Your Most Authentic Self”  
07/22/2021 – *IN TOUCH Mentor Series (Virtual)*
- “The Rise of Workers’ Compensation: It’s Time for a New Era – Transitioning from HOW to WHY”  
07/29/2021 – *Risk & Insurance Management Society (RIMS) Florida Conference (Naples, FL)*
- “Not a Joke: Getting Serious About Recovering Medicare Conditional Payments”  
08/13/2021 – *Claims & Litigation Management (CLM) Annual Conference (Atlanta, GA)*
- “Practicing Compassion in Safety”  
08/17/2021 – *Michigan Health Care Safety Association – MHCSA (Virtual)*
- Episode 2: Developing a Care Advocacy Model in Work Comp  
08/17/2021 – *It’s Settled: The Ametros Podcast, iTunes, Spotify, YouTube*  
<https://podcast.ametros.com/1718911/9044990-dr-claire-c-muselman-on-developing-a-care-advocacy-model-in-work-comp>
- “Enhancing the Lens of WC: The Empathy Approach”  
08/19/2021 – *IN TOUCH WC Mentor Series (Virtual)*

- “Women in Leadership – Advocating Future Female Leaders”  
08/21/2021 – Risk & Insurance Management Society (RIMS) Nevada Conference (Las Vegas, NV)
- “Emotional Intelligence”  
09/16/2021 – Waukee Chamber of Commerce Luncheon (Waukee, IA)
- “Flipping the Script – From How to WHY”  
09/30/2021 – Montana Governor’s Conference on Workers’ Compensation (West Yellowstone, MT)
- “Collaborative Partnerships”  
09/22/2021 – MKCM Work Comp Wednesday Series (Virtual)
- “Social Determinants of Healthcare”  
10/06/2021 – American Association of State Compensation Insurance Funds - AASCIF (Virtual)
- “Emotional Intelligence”  
10/15/2021 – Michigan Health Care Safety Association – MHCSA Fall Conference (Virtual)
- “Self-Care with Dr. Claire – Relationship Management”  
10/17/2023 – 2023 Broadlawns Medical Center Social Worker Series (Des Moines, IA)
- “Bridging Generational Gaps in the Litigation, Insurance Industries in 2021”  
10/19/2021 – Claims & Litigation Management (CLM) Focus Conference (Chicago, IL)
- “Championing the Leader Within Us”  
10/21/2021 – Women Optimizing Network, Diversity, & Enterprise Relations - WONDER (Minneapolis, MN)
- “How Single Parent Captives Can Add Value to Your Workers’ Compensation Program”  
10/21/2021 – National Workers’ Compensation & Disability Conference (Las Vegas, NV)
- “Best Claims Practices: Rethinking Return-to-Work”  
10/25/2021 – Minnesota Workers’ Compensation Insurers Association - MWCIA Annual Meeting (Minneapolis, MN)
- “The Positive Side to Adjusting: WC Style”  
10/26/2021 – Lockton (Kansas City, MO)
- “Women in Leadership – Leading Through Change”  
10/26/2021 – Risk & Insurance Management Society (RIMS) Nevada Chapter: Women in Leadership Series (Las Vegas, NV)
- “The Rise of Workers’ Compensation; It’s Time for a New Era”  
10/28/2021 – OM Education (Virtual)
- “Rethinking Return-to-Work: 10 Things to do Immediately Post-Employee Injury”  
11/01/2021 – Tennessee Bureau of Worker’ Compensation Education Conference – BE THE CHANGE! (Murfreesboro, TN)
- “Improving Communication”  
11/01/2021 – R.E.W.A.R.D. Tennessee Governor’s Safety Commission (Murfreesboro, TN)
- “Passing the Torch – Addressing the Talent Gap”  
11/04/2021 – WorkCompCentral Comp Laude® Awards & Gala (Virtual)

- “Emotional Intelligence”  
11/08/2021 – *Twin Cities Insurance Club - TCIC (Minneapolis, MN)*
- “Emotional Intelligence: Leading with a New Lens”  
11/10/2021 – *Insurance Association of Greater Des Moines - IAGDM (Des Moines, IA)*
- “Career Insights”  
11/10/2021 – *MKCM Work Comp Wednesday Series (Virtual)*
- “Workers’ Compensation Updates – 2021 and Beyond”  
11/01/2021 – *Chartered Property Casualty Underwriter - CPCU I-Day (Des Moines, IA)*
- “Women in Leadership”  
11/15/2021 – *American Association of Workers’ Compensation Professionals - AMCOMP (Las Vegas, NV)*
- “Brining Greater Humanity to the Claims Process”  
11/22/2021 – *The Legal Bench Podcast*  
<https://www.buzzsprout.com/1436542/9595660-brining-greater-humanity-to-the-claims-process>
- “The Attorney Client Privilege & Practical Tips to Avoid a Bad Faith Set Up”  
12/01/2021 – *Claims & Litigation Management (CLM) Focus Conference (New York, NY)*
- “The Transitions – Rebranding Work Comp”  
12/07/2021 – *The Transitions Webinar Series, Episode 11*  
<https://youtu.be/5AHD06jcFag>
- “Roadblocks to Claims”  
12/08/2021 – *MKCM Work Comp Wednesday Series (Virtual)*
- “Humanity in Workers’ Compensation”  
12/09/2021 – *Minnesota Employers Workers Compensation Alliance - MEWCA (Minneapolis, MN)*
- “Advocacy-Based Claims Handling: Practical Application for Frontline Staff”  
12/13/2021 – *Workers’ Compensation Institute - WCI (Orlando, FL)*
- “Return to Work NOW! Reinvigorated Approaches and New Tools Benefit Workers, Drive Costs Down, and Close Claims”  
12/14/2021 – *Workers’ Compensation Institute - WCI (Orlando, FL)*
- Episode 25: Humanizing Humans  
01/05/2022 – *ReAudio Podcast; ReAssess Your Workers Comp Toolbox*  
<https://www.reemployability.com/humanizing-humans/>
- “Building Your Resilience”  
01/06/2022 – *Workers’ Compensation Positively You Retreat (St. Petersburg, FL)*
- “Let’s Talk About Burnout”  
01/07/2022 – *Workers’ Compensation Positively You Retreat (St. Petersburg, FL)*
- “Your Authentic Self”  
01/07/2022 – *Workers’ Compensation Positively You Retreat (St. Petersburg, FL)*
- Episode 26: Choose Your Culture Ripple  
01/12/2022 – *ReAudio Podcast; ReAssess Your Workers Comp Toolbox*  
<https://www.reemployability.com/choose-your-culture-ripple/>

- Episode 27: Words Mean Things  
01/19/2022 – *ReAudio Podcast; ReAssess Your Workers Comp Toolbox*  
<https://www.reemployability.com/words-mean-things/>
- Episode 28: What’s Your Purpose?  
01/26/2022 – *ReAudio Podcast; ReAssess Your Workers Comp Toolbox*  
<https://www.reemployability.com/words-mean-things/>
- “Understanding Yourself: The Mirror Approach”  
01/26/2022 – *Bursting Through the Walls of Mediocracy Masterclass Series (BLOOM)*
- “Let’s Crush 2022: Goal setting tips for a successful year.”  
01/28/2022 – *WorkCompBlitz (Virtual)*
- “2022 Legal & HR Update”  
02/17/2022 – *Physicians Health Center Emerging Trends Webinar Series*
- “Medicare Set-Aside (MSA) 101”  
02/16/2022 – *MKCM Work Comp Wednesday Series (Virtual)*
- “Embracing the Power of Your Authentic Self”  
02/16/2022 – *Bursting Through the Walls of Mediocracy Masterclass Series (BLOOM)*
- “Humanity in Workers Compensation”  
03/03/2022 – *OM Education (Virtual)*
- “2025 Leadership: Leading by Influence”  
03/03/2022 – *Homelink/VGM Leadership Retreat (Virtual)*
- “Executive Presence: The View from the Other Side”  
03/24/2022 – *Bursting Through the Walls of Mediocracy Masterclass Series (BLOOM)*
- “Miscommunication Matters: How to Talk to Injured Workers”  
03/24/2022 – *Claims & Litigation Management Alliance Annual Conference (Palm Desert, CA)*
- “Invisible & Burned Out: The Rise of Women Leaders”  
03/29/2022 – *Women in Insurance & Financial Services (WIFS) Iowa Chapter March Event (Virtual)*
- “Bundling vs. Unbundling – What You Need to Know”  
03/30/2022 – *MKCM Work Comp Wednesday Series (Virtual)*
- “The Legal Grab Bag”  
04/05/2022 – *WGN Radio’s Legal Face Off (Chicago, IL)*
- “Executive Presence”  
04/09/2022 – *Drake University Women in Business (Des Moines, IA)*
- “Humanity & Claims”  
04/11/2022 – *University of Texas Systems Higher Education Risk Management Conference (San Antonio, TX)*
- “Cultivating Camaraderie: From Movement to Momentum”  
04/13/2022 – *Bursting Through the Walls of Mediocracy Masterclass Series (BLOOM)*
- “The RISE of Workers’ Compensation: It’s Time for a New Era”  
04/14/2022 – *OM Education (Virtual)*

- “The Future of Risk Management”  
04/19/2022 – *ELEVATE Workers’ Compensation Leadership Conference (San Diego, CA)*
- “Compassionate Leadership: Treating Injured Employees with Empathy – The Why, The How, and The What”  
04/27/2022 – *Coverys 2022 Webinar Series – Risk Control (Virtual)*
- “Humanity in Workers’ Compensation”  
04/28/2022 – *OM Education (Virtual)*
- “Cultivating Camaraderie: From Movement to Momentum”  
04/13/2022 – *Bursting Through the Walls of Mediocracy Masterclass Series (BLOOM)*
- “How to Hold Your Own as a Woman in Business”  
05/01/2022 – *Drake University Kappa Kappa Gamma Speaker Series (Des Moines, IA)*
- “Claims & Humanity”  
05/05/2022 – *The University of Texas Systems (Virtual)*
- “Mentoring Models”  
05/10/2022 – *Let’s Talk Tuesday (PRIMA) Public Risk Management Association (Virtual)*
- “(Oh the) Humanity in Claims!”  
05/11/2022 – *2022 Claims Education Conference Keynote (New Orleans, LA)*
- Season 2, Episode 8: The Evolution of Dr. Claire Muselman  
05/16/2022 – *Deconstructing Comp Podcast*  
<https://deconstructingcomp.buzzsprout.com/1771455/10623848-the-evolution-of-dr-claire-muselman>
- “Impacting Your Audience: Captivating Methods for Your Toolbox”  
05/18/2022 – *Bursting Through the Walls of Mediocracy Masterclass Series (BLOOM)*
- “Oh the Humanity (in Claims)!”  
05/18/2022 – *Chicago West Suburban CPCU Chapter Luncheon Keynote (Chicago, IL)*
- “The Psychology of Workers’ Compensation”  
05/19/2022 – *Archway Risk Control Workshop (San Antonio, TX)*
- “Back to Basics – The Human Element”  
05/20/2022 – *Claims & Litigation Management (CLM) Workers’ Compensation Conference (Chicago, IL)*
- “Claims & Humanity”  
05/26/2022 – *WorkCompCentral – Live Educational CEU Course (Virtual & On Demand)*
- “Bursting Through the Wall: Executing a Roadmap for Success”  
06/08/2022 – *Bursting Through the Walls of Mediocracy Masterclass Series (BLOOM)*
- “Industry Evolution Dance”  
06/09/2022 – *The Society of Insurance Research (Virtual)*
- “Diversity”  
06/11/2022 – *2022 International Association of Insurance Professionals (IAIP) Annual Conference (Louisville, KY)*

- “Executive Presence”  
06/22/2022 – *VGM Education – Women in Health Care Leadership Breakfast (Waterloo, IA)*
- “VISION: Strategies for Success – What Works for You?”  
06/27/2022 – *MKCM Work Comp Wednesday Series (Virtual)*
- “Invisible & Burned Out”  
06/30/2022 – *Big Marker Thought Leader Series (Virtual)*
- “How Volunteering Impacts Employee’s Mental Health Emerging from COVID Social Distancing”  
07/27/2022 – *Florida Risk & Insurance Management Society (RIMS) Conference (Naples, FL)*
- “Let’s Crush 2022 – 2.0”  
08/01/2022 – *WorkCompBlitz (Virtual)*
- “Ready to Shine: A Discussion on Standing in Your Power”  
08/17/2022 – *OM Education – Masterclass Series (Virtual)*
- “I LOVE WC!”  
08/18/2022 – *Montana Self Insurers’ Association (Helena, MT)*
- “Career in Claims”  
09/21/2022 – *Illinois CPCU Chapter (Virtual)*
- “Injured Worker Perspective”  
10/04/2022 – *2022 WorkCompCentral’s Comp Laude Awards & Conference (Huntington Beach, CA)*
- “Personal Branding and Power Circles”  
10/05/2022 – *Risk & Insurance Management Society (RIMS) Western Regional Conference (Long Beach, CA)*
- “Putting the Injured Worker First”  
11/08/2022 – *2022 Louisiana Association of Self-Insured Employers (LASIE) Annual Conference Keynote (Lake Charles, LA)*
- “A Love Letter to the Workers’ Compensation Industry”  
11/10/2022 – *2022 Arizona Self-Insurers Association (ASIA) Annual Conference (Phoenix, AZ)*
- “Innovative Tech Trends in Workers’ Compensation, Managed Care, & Safety”  
11/17/2022 – *WorkCompCentral (Virtual)*
- “Humanities in Workers Compensation”  
12/04/2022 – *2022 OM Marketing & BLOOM Workers’ Compensation Symposium (Bradenton, FL)*
- “Self-Advocacy in Today’s World: How to use it to Better Your Negotiating Skills”  
12/01/2022 – *2022 Business Insurance Women to Watch Awards & Leadership Conference (New York, NY)*
- “Executive Presence: It’s time we started teaching confidence!”  
12/13/2022 – *2022 Cedar Valley DisruptHR Conference (Cedar Falls, IA)*
- “Crush 2023: Achieve what you started!”  
01/27/2023 – *WorkCompBlitz (Virtual)*
- “Self-Care with Dr. Claire – Burnout”

01/11/2023 – 2023 Broadlawns Medical Center Social Worker Series (Des Moines, IA)

- “The Legal Grab Bag”  
01/18/2023 – WGN Radio’s Legal Face Off (Chicago, IL)
- “Personal Branding”  
02/20/2023 – CHIEF (Virtual)
- “Creativity in the Workplace”  
02/21/2023 – Drake University Alpha Kappa Psi Business Fraternity Speaker Series (Des Moines, IA)
- “BRACE FOR IMPACT: Impact of Organizational Behavior to Workers’ Compensation”  
02/23/2023 – 2023 Cumberland Risk & Insurance Management Society (CuRIMS) Symposium – Brace for Impact (Nashville, TN)
- “Emotionally Intelligent: An Introduction to EQ”  
03/01/2023 – Emotional Intelligence Masterclass Series (BLOOM)
- “You Can’t Stand for Something if You Don’t Stand Up for Yourself”  
03/02/2023 – Drake University’s Social Impact Forum (Des Moines, IA)
- “Self-Care with Dr. Claire – Boundaries”  
03/08/2023 – 2023 Broadlawns Medical Center Social Worker Series (Des Moines, IA)
- “Women’s History Month: Ceiling Breakers and Change Makers”  
03/14/2023 – The Institutes Webinar Series: Diversity at The Institutes (Virtual)
- “Effective Collaboration”  
03/15/2023 – 2023 Alliance of Women in Workers’ Compensation Ambassador Retreat (Atlanta, GA)
- “The Psychology of Workers’ Compensation”  
04/05/2023 – Federated Risk Control Workshop (New Orleans, LA)
- “Don’t Stop Believin”  
04/11/2023 – ELEVATE Workers’ Compensation Leadership Conference (San Diego, CA)
- “The Psychology of Workers’ Compensation”  
04/19/2023 – Affinity Risk Control Workshop (Baltimore, MD)
- RHR 150: Own Your Executive Presence with Dr. Claire Muselman  
05/03/2023 – Rebel HR- Rebel Podcast: Life and Work on Your Terms  
<https://www.rebelhumanresources.com/1173185/12101324>
- “Business Communication”  
05/09/2023 – PDCM (Waterloo, IA)
- “Self-Awareness is a Superpower”  
05/10/2023 – Emotional Intelligence Masterclass Series (BLOOM)
- “Claims Advocacy”  
05/25/2023 – 2023 Annual Workers’ Compensation Seminar (Boise, ID)
- “Self-Reflection: The Mirror Holds the Key”  
06/07/2023 – Emotional Intelligence Masterclass Series (BLOOM)
- “Self-Leadership: Leading the Imperative Department of One”

07/12/2023 – *Emotional Intelligence Masterclass Series (BLOOM)*

- “Effective Business Communication”  
07/13/2023 – *Bardavon Company Workshop (Virtual)*
- “Claims! The Greatest Job Ever.”  
07/18/2023 – *Employers Mutual Casualty Company Claims Leadership Summit (Des Moines, IA)*
- “Social Awareness: Through the Lens of Perception”  
08/09/2023 – *Emotional Intelligence Masterclass Series (BLOOM)*
- “Injured, Empowered, Connected: Unveiling the Human Story Behind Workers’ Compensation”  
08/18/2023 – *Granite Risk Control Workshop (Denver, CO)*
- “Workers’ Recovery, A Shift in Perspective”  
08/23/2023 – *C.H.A.M.P. Certification Program (Jacksonville, FL)*
- “The Rise of Workers’ Compensation”  
08/22/2023 – *National Association of Mutual Insurance Companies (NAMIC) Webinar Series (Virtual)*
- “Relationship Management: It’s More Than Who You Know”  
09/06/2023 – *Emotional Intelligence Masterclass Series (BLOOM)*
- “Back to Basics: The Human Element”  
09/07/2023 – *11<sup>th</sup> Annual Nevada Workers Compensation Educational Conference (Las Vegas, NV)*
- “Nurturing the Next Generation of Insurance Professionals”  
09/25/2023 – *2023 Professional Insurance Agents (PIA) Education Day (St. Cloud, MN)*
- “Impact of Organizational Behavior to Workers’ Compensation”  
09/28/2023 – *2023 Southeastern Risk & Insurance Management Society (SE RIMS) Symposium (Myrtle Beach, SC)*
- “Invisible & Burned Out: The Rise of Women Leaders”  
10/04/2023 – *Women in Insurance & Financial Services (WIFS) Annual Conference (San Diego, CA)*
- “Adding Value in Workers’ Compensation”  
10/05/2023 – *ARC PT 20<sup>th</sup> Anniversary Celebration (Kansas City, KC)*
- “The Changing Landscape of Insurance”  
10/11/2023 – *Michigan State University (Lansing, MI)*
- “Leading with EQ: Cultivating a Psychologically Safe Environment to Thrive”  
10/18/2023 – *Emotional Intelligence Masterclass Series (BLOOM)*
- “The Psychology of Caring for Workplace Injuries: Science of Benefits Extend Beyond the Injured Human”  
10/25/2023 – *48th Annual Iowa Governor's Safety & Health Conference (Des Moines, Iowa)*
- “The Science of Workers’ Compensation: Overhaul Your Program to Improve Your Objectives”  
10/26/2023 – *Evolution Risk Control Workshop (Orlando, FL)*
- “The Psychology of Workers’ Compensation”  
10/26/2023 – *Evolution Risk Control Workshop (Orlando, FL)*



- “Brace for Impact: Impact of Organizational Behavior to Workers’ Compensation”  
10/27/2023 – *Workers Compensation Association of Nebraska Annual Symposium (Lincoln, NE)*
- “EQ: A Gift to Give Yourself & Others”  
11/08/2023 – *Emotional Intelligence Masterclass Series (BLOOM)*
- “Executive Presence”  
11/13/2023 – *Drake University Delta Sigma Pi Business Fraternity Speaker Series (Des Moines, IA)*
- “Humanizing Humans”  
11/15/2023 – *ReAudio Podcast, Season Three*  
<https://www.reemployability.com/humanizing-humans-in-the-workers-compensation-industry/>
- “The Science of Workers’ Compensation: Overhaul Your Program to Improve Your Objectives”  
11/15/2023 – *Raffles Risk Control Workshop (Phoenix, AZ)*
- “Burnout & Imposter Syndrome: Understanding Boundaries”  
01/13/2024 – *2024 Women’s Self-Care Retreat (San Diego, CA)*
- “Authentic Impact – Mastering the Art of Interviewing with Style and Professionalism”  
01/22/2024 – *Organizational Improv (JBC 025) at John Dee Bright College (Des Moines, IA)*
- “Workers’ Recovery, A Shift in Perspective”  
01/22/2024 – *C.H.A.M.P. Certification Program (Jacksonville, FL)*
- “A Deep Dive into the Transformative Capabilities of Integrating Data Analytics into Claims Management”  
01/24/2024 – *20<sup>th</sup> Annual Workers’ Compensation Insurance ExecuSummit (Hartford, CT)*
- Season 1, Episode 1: Dr. Claire Muselman on Kindness and Empathy  
01/30/2024 – *COMPassion: A Kind Souls Podcast*  
<https://podcasters.spotify.com/pod/show/kind-souls-foundation/episodes/COMPassion-1-Dr--Claire-Muselman-on-Kindness-and-Empathy-e2f585m>
- “The Psychology of Workers’ Compensation”  
02/01/2024 – *TSIL Risk Control Workshop (New Orleans, LA)*
- “For the Love of Workers’ Compensation: An Intro to Work Comp”  
02/06/2024 – *MedCall Advisors (Virtual)*
- “Treating Injured Employees with Empathy: The Why, The How, The What”  
02/08/2024 – *Titan Risk Control Workshop (Fort Worth, TX)*
- “Bright Beginnings: Infusing EQ into Organizational DNA”  
02/14/2024 – *The 2024 Elevate & Illuminate Organizational Excellence BLOOM Masterclass Series*
- “For the Love of Workers’ Compensation: Understanding Risk Transfer”  
02/20/2024 – *MedCall Advisors (Virtual)*
- “Building Authentic Connections – Relationships That Matter”  
02/27/2024 – *2024 SummitONE by CreativeONE (Kansas City, MO)*
- “Self-Reflection - DWYSYWD”  
02/28/2024 – *Emotional Intelligence Masterclass Series (BLOOM)*

- “Leading with Impact: Mastering Personal Branding and Effective Communication”  
02/28/2024 – *Mass Mutual Recruiter Roundtable Workshop Series*
- “The Psychology of Workers’ Compensation”  
02/29/2024 – *Industrial Staffing Ltd. Risk Control Workshop (Tampa, FL)*
- “For the Love of Workers’ Compensation: Captives and Buyer Programs”  
03/05/2024 – *MedCall Advisors (Virtual)*
- “Invisible & Burned Out: The Rise of Women Leaders”  
03/14/2024 – *7<sup>th</sup> Annual Women in Insurance Leadership ExecuSummit (Hartford, CT)*
- “For the Love of Workers’ Compensation: WC Injury Management & Post Injury Process”  
03/19/2024 – *MedCall Advisors (Virtual)*
- “Breaking Barriers and Celebrating the Legacy of Women Leaders”  
03/21/2024 – *ReAudio Podcast, Season Four*  
<https://www.reemployability.com/celebrating-the-legacy-of-women/>
- “Transforming Communication: Empowering SAC for Impactful Engagement”  
03/21/2024 – *Shelter Animals Count (SAC) Employee Meeting (Virtual)*
- “Women as Leaders”  
03/23/2024 – *A Room Full of Sisters Conference (Des Moines, IA)*
- Episode 530: Dr. Claire Muselman  
03/25/2024 – *Insurance Nerds: Profiles in Risk Podcast*  
<https://youtu.be/tanctO5UWNI>
- “Changing Perceptions of Women in Business”  
03/26/2024 – *Iowa Communications Alliance Annual Conference (Des Moines, IA)*
- “Neural Narratives: Decoding Brain Behavior in Workers’ Compensation”  
03/27/2024 – *Federated Risk Control Workshop (Orange County, CA)*
- “Mastering EQ Leadership: Advancing Towards a Thriving Workspace”  
03/27/2024 – *The 2024 Elevate & Illuminate Organizational Excellence BLOOM Masterclass Series*
- “Achieving a Successful Partnership Among the Stakeholders, Part Two”  
03/27/2024 – *Work Comp College Live Course (Virtual)*
- “For the Love of Workers’ Compensation: Formal Processes in WC & Billing in WC”  
04/02/2024 – *MedCall Advisors (Virtual)*
- “Vision 360: Cultivating Excellence and Change”  
04/04/2024 – *ARC PT+ Annual Employee Meeting (Overland Park, KS)*
- “Building Authentic Connections”  
04/09/2024 – *Human Resource Association of North Iowa (Mason City, IA)*
- “Glitter as a Strategy: Focus on Executive Energy”  
04/10/2024 – *Heartland of Iowa Society for Human Resource Management (Virtual)*
- “The Self-Leadership Spectrum: Coloring Your Role with EQ”  
04/10/2024 – *The 2024 Elevate & Illuminate Organizational Excellence BLOOM Masterclass Series*

- “The Science of Workers’ Compensation: Overhaul Your Programs to Improve Your Objectives”  
04/10/2024 – *NCI Risk Control Workshop (Charlotte, NC)*
- “Navigating the Complexities of Organizational Behavior in Insurance and Risk Management”  
04/11/2024 – *Missouri/Kansas PRIMA - Public Risk Management Association (Lake Ozark, MO)*
- “EQ: The Heart of Leadership”  
04/12/2024 – *Missouri/Kansas PRIMA - Public Risk Management Association (Lake Ozark, MO)*
- “From AI to GenAI: Unlock the Potential for Claims”  
04/16/2024 – *Reuters Events Insurance Claims Webinar Series (Virtual)*
- “For the Love of Workers’ Compensation: Data Sharing and Reporting in Workers' Compensation”  
04/16/2024 – *MedCall Advisors (Virtual)*
- “Neural Narratives: Decoding Brain Behavior in Workers’ Compensation”  
04/18/2024 – *Affinity Risk Control Workshop (Las Vegas, NV)*
- “Radiating Positivity: Strategies for Employee Engagement and Well-Being”  
04/19/2024 – *The 83<sup>rd</sup> Annual Iowa Society of Radiologic Technologists Meeting (Des Moines, IA)*
- “For the Love of Workers’ Compensation: Understanding Key Components in Nurse Triage, Physician Visits, Reporting Rules, and Decision Making”  
04/30/2024 – *MedCall Advisors (Virtual)*
- “The Science of Workers’ Compensation: Overhaul Your Programs to Improve Your Objectives”  
04/30/2024 – *EDIC Risk Control Workshop (New Orleans, LA)*
- “The Resilience Quotient: Strengthening Teams with EQ Insight”  
05/08/2024 – *The 2024 Elevate & Illuminate Organizational Excellence BLOOM Masterclass Series*
- “The Psychology of Workers’ Compensation”  
05/09/2024 – *Victus Risk Control Workshop (Newport Beach, CA)*
- “Networking Like a Ninja: Master the Art of Making Friends and Building Allies”  
05/10/2024 – *Latinos in Action (Des Moines, IA)*
- “For the Love of Workers’ Compensation: Key Aspects of Workers' Compensation in Return to Work and Mental Health: Protocols, Physician's Role, and Licensing Concerns”  
05/14/2024 – *MedCall Advisors (Virtual)*
- “Reflections Unveiled: Charting Your Life’s Journey to Resilience and Self-Compassion”  
05/15/2024 – *Emotional Intelligence Masterclass Series (BLOOM)*
- “Advanced Social Awareness: Navigating the Depth of Human Connection”  
05/29/2024 – *Emotional Intelligence Masterclass Series (BLOOM)*
- “Boundaries by Design: Mastering Self-Leadership for Empowered Living”  
06/05/2024 – *Emotional Intelligence Masterclass Series (BLOOM)*
- “From Vision to Action: A Young Leader’s Guide to Impacting the World”  
06/08/2024 – *Iowa (HOBY) Hugh O’Brian Youth Leadership (Des Moines, IA)*
- “Redefining Boundaries: Leveraging Positive Psychology to Break Through Bias”  
06/10/2024 – *The Alliance of Women in Workers’ Compensation (Denver, CO)*

- “Human Element of WC: Empathy, Strategy, & Transformation”  
06/13/2024 – *Presidio Risk Control Workshop (San Diego, CA)*
- “Growth Gardening: Nurturing an EQ-Enriched Developmental Culture”  
06/19/2024 – *The 2024 Elevate & Illuminate Organizational Excellence BLOOM Masterclass Series*
- “The Science of Workers’ Compensation: Overhaul Your Programs”  
06/20/2024 – *Catalyst Risk Control Workshop (Milwaukee, WI)*
- “The Science of Communication & Why it Matters”  
06/21/2024 – *Vernis & Bowling Annual Conference. (Orlando, FL)*
- “Serving the Injured Worker as a Team”  
06/27/2024 – *Spencer Webinar Series presented by WorkCompCollege.com (Virtual)*
- “The Science of Workers’ Compensation: Overhaul Your Programs”  
06/28/2024 – *Artisans Risk Control Workshop (Sacramento, CA)*
- “Beyond HR: The Revolution of Human Capital”  
07/09/2024 – *CVSHRM: Cedar Valley Society for Human Resource Management (Cedar Falls, IA)*
- “Empowered Connections: Amplifying Sales Through Authenticity and Resilience”  
07/10/2024 – *Principal® Women in Sales Annual Summit (Des Moines, IA)*
- “The Science of Workers’ Compensation: Overhaul Your Programs to Improve Your Outcomes”  
07/18/2024 – *Pathway Risk Control Workshop (Orlando, FL)*
- “Cultivating Effective Feedback for Organizational Excellence”  
07/24/2024 – *The 2024 Elevate & Illuminate Organizational Excellence BLOOM Masterclass Series*
- “Fair Play: Navigating Ethics and Bias in Workers’ Compensation”  
08/01/2024 – *Work Comp Week Virtual Series (The Claims & Litigation Management Alliance)*
- “Building a Resilient Workforce: Strategies in Workers’ Compensation and Employee Well-being”  
08/07/2024 – *MedCall Advisors Educational Series (Virtual)*

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- Muselman, C. (2019). Elevating the standards of workers’ recovery: Employment style. *WorkersCompensation.com*. Retrieved from [https://www.workerscompensation.com/news\\_read.php?id=34386](https://www.workerscompensation.com/news_read.php?id=34386)
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### **Media Appearances**

- Interviewee: Featured in "Former manager at Kids Empire in West Des Moines shares details about registered sex offender employee" on *KCCI News Channel 8 – Des Moines*. Interview by Kayla James. Aired on May 12, 2024.