

WHEN IT HITS THE FAN: BEST PRACTICES TO CONTROL LOSS POST INCIDENT

THIS INTERACTIVE SESSION will provide attendees with a toolkit of actionable items that will help them better manage claims and control loss. In today's litigation environment, businesses must actively and aggressively participate in the loss control process. This cannot be delegated. Brian Fielkow will lead this advanced level workshop which consists of:

- Presentation sharing best practices that Brian has learned during his 25 years leading high consequence businesses.
- Interactive workshop where participants will share their own best practices and learn from each other.

Participants should be prepared to actively participate in this session. Participants will walk away with a toolkit of easy to implement/high value ideas to and build their bottom line through disciplined loss control.

TWELVE TIPS:



Know why legitimate claims go bad. Companies can control loss by properly handling legitimate claims. Show that you care about an injured employee. Ensure that bureaucracy does not needlessly delay claims processing. Check in and communicate. By ensuring integrity in your claims management process, you can build trust and increase the chances of an amicable resolution.



Dismiss severity. Your claims management and risk mitigation process need to be the same regardless of whether the outcome of an incident is severe.



Rethink the role of insurance. Create an organization-wide understanding that insurance is a last resort. The old-school thinking is that if we have an incident, insurance will take care of it. The new school thinking must be that insurance is a risk financing mechanism. If we have enough incidents, our insurance cost will put us at a competitive disadvantage.



Establish and adhere to a claims management process. Ensure that your organization is trained in best practices for claims management and that the process is followed rigorously.



Engage with your adjusters. Third-party adjusters work hard manage our claims. Yet, there can be a significant gap in experience among adjusters. Moreover, nobody knows the claim as well as you. Actively engage in the claims management process.



Deploy qualified experts. The money that you spend on experts today could save a fortune as claims mature. Experts might include nurse practitioners, incident reconstruction professionals, and private investigators. Sometimes the insured must force this decision.



Require light duty. Long run, it's less costly to pay transitory wages than to pay disability. Bring employees back to work within the scope of their restrictions. If you don't have work for the employee, consider using companies that specialize in transitory job opportunities.



Engage in the counsel selection process. There are a wide variety of qualified attorneys for any given matter. Be sure that you're comfortable with the attorney's qualifications and approach to defending the claim.



Know the enemy. Understand the how plaintiff's attorneys approach injury claims. This includes plaintiff preferred medical networks, litigation financing, and using your processes against you. The more you understand the enemy, the better prepared you can be to defend the claim.



Capture the close calls. Treat the "close call" the same way you would an incident or injury. That way, you will understand what happened and take steps to address the unsafe condition. By building organizational intelligence, you will gain a better understanding of causation and can create a culture of prevention.



Protect your assets. Businesses today operate in an unforgiving environment. Work with your attorney and financial planner to be sure that you're not unreasonably exposing valuable assets by intermingling them inside of high-risk operating companies. Part of a prudent risk management strategy is to review contracts for egregious provisions. Establish a process so that employees cannot sign whatever is put in front of them without proper review.



Commit to continuous improvement. Claims and near misses afford companies the opportunity to identify systemic and individual improvements. Use claim experience as a learning opportunity and communicate the lessons broadly.

KEYNOTES, WORKSHOPS & CONSULTING

UNBEATABLE ENGAGEMENT

What keeps your customers coming back with more business? After all, they can buy your products or services elsewhere, often at a lower cost.

You create customer loyalty because of **HOW** you deliver your product or service. You execute better and offer a unique experience. That experience results from your commitment to build a vibrant company culture and engaged workforce.

In his Unbeatable Engagement keynote, Brian shares ideas with his audiences so that they can take their companies to new levels by growing their cultures and creating world class employee engagement.

SAFETY FROM THE C-SUITE

Today's executive must know how to lead people safely. This is a critical component of enterprise risk management. It cannot be delegated. Companies that make prevention and risk management core competencies enjoy a sustainable competitive advantage against their peers. Brian brings real-world perspective to his audiences and will share ideas for business leaders to grow their safety cultures and improve outcomes.

MAKING SAFETY HAPPEN, A NEW ON-LINE COURSE

Brian has combined everything he knows about building a positive safety culture into a new, six module on-line course. The course is available to your team on demand and is accompanied by six monthly on-line workshops.

LEADING PEOPLE SAFELY

An investment in your safety culture is an investment in your bottom line. Safety is at the foundation of excellent operations. Brian shows audiences around the world how to develop and anchor a behavior based safety environment that promotes accountability. Brian offers "high value/low cost" tools that participants can implement immediately. Leading People Safety is rooted in Brian's real world experience leading safety sensitive companies.

WHEN "IT" HITS THE FAN: HOW TO CONTROL LOSS POST INCIDENT

The goal of this session is to provide attendees with a toolkit of actionable items that will help them better manage risk and claims. In today's litigation environment, operating companies must actively and aggressively participate in the loss control process. Brian will share actionable tips for companies to control loss and build resilience.

ROADMAP TO FLEET SAFETY

Companies operate fleets in unforgiving environments. Distractions and crash risk are everywhere. Safe outcomes are tied to individual and company behaviors. Brian will present Ten Keys to create fleet safety. In this best practice session, we'll explore how employers can positively impact employee behaviors to reduce crashes and promote positive outcomes.



MEET BRIAN:

BRIAN FIELKOW is a business executive and an engaging speaker, author, and mentor—he has presented internationally to tens of thousands of people on building vibrant company and safety cultures. His work has been featured in the *Wall Street Journal*, *Inc. Magazine*, *Entrepreneur*, and other national publications.

As a business executive, Brian is at the forefront of creating long-term value, developing people, and building positive company and safety cultures. "Strong on the inside, unbeatable on the outside," he sets non-negotiable core values as a synergistic leader, growth strategist, and business value creator.

Brian is a people- and capability-builder who unlocks potential in individuals and teams to maximize performance, profits, and competitive advantage.

Brian is credited with enabling two successful exits: The Peltz Group to Waste Management and Jetco to The GTI Group.

Currently, Brian serves as a strategic advisor to and board member of The GTI Group. He is credited with seamlessly integrating Jetco business operations into The GTI Group.

Previously, as the CEO and Founder of Jetco Delivery LLC, Brian grew the team to a diverse 240+ workforce, creating a cohesive culture focused on a safety-focused environment and diversity, equity, and inclusion mindset.

Brian is happily married with 3 grown kids. He loves traveling, hiking, and boating, as well as classic and mellow rock music. He is an avid Jimmy Buffett fan. For Houston Food Bank, he helped raise \$300K, serving as Chair to the Taste of the Texans fundraiser.

HONORS & AWARDS

- One of National Safety Council's 2022 CEOs Who "Get It!"
- One of Houston's Most Admired CEOs by Houston Business Journal
- Entrepreneur Magazine: One Of 360 Businesses Mastering the Art & Science of a Growing Business
- National Safety Council Distinguished Service to Safety Award
- Fleet Owner Magazine – Top Trucking Industry Influencers
- One of Heavy Duty Trucking Magazine "Fleet Innovators"

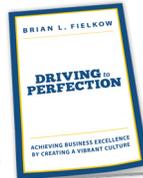
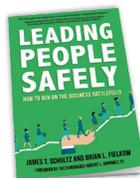
CUSTOMIZED CONSULTING

engagements are available on limited basis.

CONTACT BRIAN

brian@brianfielkow.com
713.725.6435

BOOKS



COMING
IN 2023

**UNBEATABLE
ENGAGEMENT:
BUILDING A WORLD CLASS
COMPANY CULTURE**