

## **Margaret Spence**

**President and Chief Strategist, C. Douglas & Associates, Inc.**

The core foundation of her company is a commitment to helping employers implement proactive workers compensation and integrated disability management policies, that retains or returns ill, injured and disabled employees to the workforce.

A leading consultant, speaker and author, Margaret Spence is one of the foremost authorities on linking human resources best practices with workers compensation and integrated disability management.

Margaret's work solves three business problems:

- Reducing unnecessary litigation and entrenched legal battles because your staff made critical mistakes after an employee becomes disabled or injured on the job.
- Maximizes the upside of proactive disability management to control your bottom-line cost.
- Turns skeptical, frustrated and helpless HR Managers into engaged, proactive and technically savvy disability managers.

Leveraging her background in injury and risk management, Margaret is known for delivering pragmatic, proven, skilled based solutions to returning and retaining injured employees in the workforce. She focuses her presentations on Leadership, Customer Service, Value and a Team building approach to linking HR with Risk Management.

The Douglas client roster represents a wide range of industries and includes some of the world's leading companies and government entities such as Tempur-Sealy, Royal Caribbean Cruise LTD, Seaboard, Butterball, YMCA, State of Ohio Bureau of Workers Compensation, CIDRAP/CDC, Aranon Corporation, EADS Barfield (Air Bus), various Hospitals, Cities, School Districts and Municipal Governments across the United States.

Margaret is often quoted in media and articles, providing expert commentary and analysis on risk management, workers compensation, ADA compliance and employee safety engagement. She has had articles published in Time Magazine, LexisNexis, National Underwriter Magazine, Property & Casualty 360, Workforce Management, Lowes for Pro's, HR Magazine, to name a few. Margaret's blog – the Workers Comp Gazette was awarded as a top 25 Blog on Workers Compensation by LexisNexis.

She has also authored two books, From Workers Comp Claimant to Valued Employee and her new book, The Injury Management Challenge – Simplifying the Workers Comp Process and Engaging Managers & Supervisors was published in 2013.