

## **Education**

### **Doctor of Education in Organizational Leadership (Organizational Development)**

Grand Canyon University, Phoenix, Arizona | 2021

- Dissertation: *A Causal-Comparative Study of Generational Differences in Employee Engagement*

### **Specialist in Education, Educational Leadership – Business**

Drake University, Des Moines, Iowa | 2012

### **Master of Public Administration, Public Policy**

Drake University, Des Moines, Iowa | 2008

### **Master of Arts in Communication (In progress, Expected December 2025)**

Drake University, Des Moines, Iowa

### **Bachelor of Arts in Political Science**

University of Iowa, Iowa City, Iowa | 2005

## **Academic Appointments**

### **Drake University, Des Moines, Iowa | 2019–present**

- **Assistant Professor of Practice, Zimbleman College of Business**  
Teach undergraduate and graduate courses in Leadership, Human Resources, Organizational Behavior, Business Strategy, Business Communication, and Personal Branding.
- **Co-Director, Master of Science in Leadership Program, School of Education**  
Provide academic leadership for graduate leadership curriculum, capstone design, and program strategy. Mentor students in applied research and professional leadership development.
- **Lead Instructor, Executive Presence Program, Executive Education**  
Design and facilitate executive training in leadership communication, emotional intelligence, and presence for corporate and professional audiences.

### **Morningside University, Sioux City, Iowa | 2025–present**

- Adjunct Faculty, MBA Program

## **Courses Taught**

### **Undergraduate (Zimbleman College of Business, Drake University)**

- BUS 003: Personal Branding Excellence
- BUS 073: Business Communication
- BUS 110: Organizational Behavior
- BUS 195: Business Strategy
- MGMT 182: Human Resource Management
- MGMT 184: Leadership and Personal Development
- MGMT 186: Compensation and Benefits

### **Undergraduate (College of Liberal Arts & Sciences, Drake University)**

- WGS 145: Women, Power, and Status

### **Graduate (School of Education – Master of Science in Leadership, Drake University)**

- LEAD 202: Leadership Foundations: Cornerstones of Influence and Change
- LEAD 206: Strategic Planning and Continuous Improvement for Organizational Excellence
- LEAD 207: Navigating Leadership Through Strategy and Innovation
- LEAD 209: Creating and Orchestrating Impactful Adult Learning
- LEAD 210: Leadership and Community Capstone Experience

### **Graduate (College of Business – MBA Program, Drake University)**

- BUS 212: Executive Leadership
- BUS 254: Leadership and Human Capital Development
- INS 280: Operational Risk Management

## **Executive Education (Drake University Executive Education Center)**

- Executive Influence (Lead Instructor)

## **Graduate (MBA Program, Morningside University – Adjunct Faculty)**

- BUSN 534: Human Resource Essentials for Leaders

## **Work Experience**

### **WorkersCompensation.com**

*Chief Operating Officer* | 2021–present

- Lead operations, compliance, and strategy for a national technology firm serving the workers' compensation industry.
- Direct product development and launch of Simply Research, Simply Forms, and Simply ClaimsKit to improve industry efficiency and compliance.
- Represent the organization through speaking, writing, and partnerships across insurance, technology, and education.
- Oversee cross-functional teams, driving innovation, collaboration, and measurable business outcomes.

### **DCM (CM Advising)**

*President* | 2022–present

- Provide consulting and advisory services in workers' compensation, leadership, and organizational strategy.
- Deliver keynote speeches, workshops, and masterclasses for employers, insurance companies, and professional associations.
- Design return-to-work programs, risk management frameworks, and leadership development tools for organizations.
- Create educational and research-based content for publications including WorkersCompensation.com, Captive.com, and BLOOM.
- Develop training programs to enhance employee engagement, leadership capacity, and organizational culture.

### **Emory Industrial Holdings Co.**

*Chief Risk Officer* | 2022

- Designed and implemented enterprise risk management programs focused on workers' compensation and auto liability.
- Directed Human Resources, safety, compliance, and fleet operations to strengthen organizational culture and performance.
- Created and managed insurance captive programming, vendor partnerships, and financial strategy.

### **North American Risk Services (NARS)**

*Chief Workers' Empowerment Officer; Vice President of Workers' Compensation* | 2021–2022

- Founded the industry's first Workers' Compensation Center of Excellence.
- Led 45+ employees across operations, compliance, training, and claims management.
- Integrated positive psychology and human connection into claims practices, advancing empathy and engagement in the field.

### **Continental Western Group**

*Director of Workers' Compensation* | 2017–2021

- Directed workers' compensation strategy and operations for a regional insurance carrier.
- Strengthened claims handling, compliance, and employer engagement to improve outcomes.
- Partnered across underwriting, legal, and leadership teams to align strategy with financial performance.

### **RTW/Absentia**

*Workers' Compensation Practice Leader* | 2015–2017

- Led practice strategy with focus on return-to-work and absence management solutions.
- Consulted with employers to reduce claims costs while improving employee experience.
- Developed best practices connecting claims handling with leadership behaviors.

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

*Workers' Compensation Claims Manager* | 2013–2015

- Directed claims team operations and strategy across multiple states.
- Implemented training, performance metrics, and employee development programs.
- Introduced leadership practices to improve claims outcomes and engagement.

## **Sedgwick**

*Claims Leadership Roles* | 2006–2013

- Advanced through multiple positions from Claims Representative to Team Lead.
- Managed complex workers' compensation claims, vendor relations, and recovery programs.

## **Scheldrup Law Firm**

*Paralegal/Legal Assistant* | 2005–2006

- Supported workers' compensation litigation and client case preparation.

## **Professional Designations & Certifications**

### **Insurance & Claims 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)
- Associate in Customer Service Relations (ASCR)
- Certified Insurance Industry Professional (CIIP)
- Certified Claims Professional (CCP)
- Advanced Claims Professional (ACP)
- Workers Recovery Professional – Associate (WRP-A)
- Workers Recovery Professional (WRP)

### **Leadership & Professional Development**

- Certified Leadership Professional (CLP)
- Certified Litigation Management Professional (CLMP)
- Motivational Interviewing Certification

### **University Certificates**

- 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

## **Professional & Community Activities**

### **Industry Leadership & Contributions**

- *WorkersCompensation.com* – Journalist & Experts View Contributor
- *Captive Insurance Company Reports (CICR)* / *Captive.com* – Contributor
- *BLOOM (formerly IN TOUCH WC)* – Contributor
- *WorkCompCollege* – Faculty & Contributor (*Claire's Corner*)
- *Claims & Litigation Management Alliance (CLM)* – Board Member; Dean of Workers' Compensation, Claims College
- *Rising Insurance Star Executives (RISE)* – Strategic Advisory Board Member, Mentor

## **Mentorship & Academic Engagement**

- *Mandela Washington Fellowship for Young African Leaders* – Mentor
- *Drake University Business Clinic* – Mentor
- *National Leadership Academy (NLA)* – Counselor
- *Global Youth Leadership Academy (GYLA)* – Counselor
- *The Transitions* – Founder & Mentor

## **Community Engagement & Service**

- *Kind Souls Foundation* – Ambassador & Volunteer
- *Iowa Court Appointed Special Advocate (CASA)* – Volunteer
- *Des Moines Area Community College (DMACC)* – Advisory Board Member, Paramedics Program

## **Honors & Awards**

### **Academic Recognition**

- Drake University Adjunct Professor of the Year – 2020–2021
- Drake University Global Citizen Forum – Social Impact Showcase, Selected Project Presenter – 2023
- Drake University Social Impact Award – 2023 & 2024

### **Industry Awards**

- SCLA Distinguished Claims Person of the Year – 2019
- Insurance Business America Young Guns Award – 2019
- Insurance Business America Hot 100 – 2022
- RISE (Rising Insurance Star Executives) Award Winner – 2021
- RISE Innovator of the Year – Finalist – 2024

### **WorkCompCentral Comp Laude® Awards**

- Finalist & Honor Roll – Industry Leader – 2019 & 2020
- People's Choice Award Winner – 2020
- Magna Comp Laude Award Winner – 2020
- Finalist & Honor Roll – Humanitarian Award – 2021

### **BLOOM Excellence Awards**

- Making a Difference Award (WRU) – 2020
- Most Influential – 2020, 2023, 2024
- Women Leading the Way in Workers' Compensation – 2022, 2023, 2024
- Game Changer Award – 2022
- Game Changer of the Year – 2023

### **Insurance Association of Greater Des Moines (IAGDM)**

- Rookie of the Year – 2020
- Claims Professional of the Year – 2020
- Young Professional of the Year – 2021
- Service Professional of the Year – 2021
- Risk Professional of the Year – 2022

### **Other Leadership & Service Awards**

- IAIABC NextGen Award Winner – 2019
- Des Moines Business Record Forty Under 40 – Class of 2020
- IN TOUCH Awards – Making a Difference Award for the WRU – 2020
- IN TOUCH Awards – Most Influential – 2020
- West Des Moines Leadership Academy – Class of 2020–2021
- International Association of Insurance Professionals (Region V) Rookie of the Year – 2021
- CLM Claims Management Professional of the Year – 2021
- Madeline Levitt Outstanding Mentor of the Year – Nominee – 2024
- Iowa Women Lead Change Speak Tank Winner – 2023

## **Speaking Engagements**

*Selected, 2018–2025 • 350+ keynotes, conference talks, workshops, and media appearances across insurance, risk, leadership, health, higher education, and public sector audiences.*

### **Keynotes & Conference Talks (Selected)**

- “Lag-Time Control: 5 Reasons to File ‘Em Fast” — Iowa-Illinois Safety Council Conference, Coralville IA (2018)
- “Workers’ Recovery: Changing the Game” — Workers’ Recovery Unit Fall Summit, Lincoln NE (2018)
- “Finding the Humanity in Workers’ Compensation Claims” — Iowa Ortho WC Conference, Des Moines IA (2019)
- “Aggressive Claims Handling” — CLM Workers’ Compensation, Chicago IL (2019)
- International Leadership Association — Ottawa, Canada: Emerging Scholars and Main Program (2019)
- Governor’s Conferences and State Education events — MT, IA, NV (2019–2023)
- National Workers’ Comp & Disability Conference — multiple sessions, Las Vegas NV (2020–2023)
- Claims Education Conference Keynote — New Orleans LA (2022)
- RIMS regional conferences — FL, NV, Western Regional (2021–2023)
- NAMIC webinars and meetings — national audience (2023–2025)
- ExecuSummit series — WC Insurance ExecuSummit and Women in Leadership (2024–2025)
- Iowa-Illinois Safety Council Professional Development Conference — Coralville IA (2025)
- ALFA International Workers’ Compensation Conference — Amelia Island FL (2025)
- Montana Self-Insurers Association & Governor’s Conference — Billings MT (2025)

### **Workshops & Corporate Programs (Selected)**

- “The Science of Workers’ Compensation” Risk Control Workshop series — multiple carriers and captives: Orlando FL, Phoenix AZ, Charlotte NC, New Orleans LA, Newport Beach CA, Dallas TX, Milwaukee WI, Sacramento CA, Austin TX, Itasca IL, New York NY (2023–2025)
- “Executive Presence” and “Executive Influence” — Drake Executive Education, corporate academies, and professional associations (2022–2025)
- “Invisible & Burned Out: The Rise of Women Leaders” — WIFS, conference stages, and company series (2023–2024)
- “Beyond HR: The Revolution of Human Capital” — SHRM chapters and corporate audiences (2024)
- “Empathy in Action” and “Treating Injured Employees with Empathy” — national workshop series (2023–2025)
- “Bridging the Gap: Inspiring Behavior Change for Healthier Outcomes & Smarter Spend” — Well Health Ltd., Chicago IL (2025)
- “Workers’ Comp Roadmap for Staffing Firms” — Temporary Staffing Insurance Ltd., Rosemont IL (2025)

### **Higher Education & Academic Engagement (Selected)**

- Drake University — Executive Presence, Executive Leadership, Alumni EVERCLASS, Women and Gender Studies series, Leadership Exchange, Learning Symposium, B.U.I.L.D. (2019–2025)
- Michigan State University — “The Changing Landscape of Insurance” (2023)
- Northwest Missouri State University — EQ for college students (2024)
- Global Youth Leadership Academy — Tralee, Ireland (2025)

### **Public Sector, Health, and Community (Selected)**

- Missouri/Kansas PRIMA and Lake Ozark programs — leadership and WC psychology (2024)
- Idaho Department of Labor; National Association of Confidential Address Programs — communication and collaboration (2024)
- Broadlawns Medical Center Social Worker Series — burnout, self-care, boundaries (2023–2024)
- Iowa Court Appointed Special Advocates — resilience and self-leadership (2025)
- MHCSA — safety and communication in healthcare (2021, 2025)

### **Signature Series & Thematic Sets (Selected)**

- **Emotional Intelligence Masterclass Series (BLOOM)** — multi-module EQ curriculum across self-awareness, social awareness, resilience, and feedback (2023–2025)

- **For the Love of Workers' Compensation** (MedCall Advisors) — multi-part WC education series (2024)
- **Elevate & Illuminate / Inspired Series (BLOOM)** — leadership, mindset, and presence (2024–2025)

### Media & Podcasts (Selected)

- *Know the Risk* — predictive modeling, aging workforce, telemedicine (2019)
- *Work Comp Pulse* (2019); *TOA Storytellers* (2021)
- *ADJUSTED* — multi-episode series on claims excellence with national guests (2020–2021)
- *ReAudio* — ReEmployAbility seasons on culture, kindness, and women leaders (2022–2024)
- *Insurance Nerds: Profiles in Risk* (2024)
- *Kind Souls Foundation: COMPassion* (2024)
- *Grit Growth and Gumption* with Tinsley English (2025)

## Publications

### Books & Longform Works

- Muselman, C. (2023). *The claims file wish list: Top 10 items for an effective attorney–claims adjuster partnership*. WorkersCompensation.com.
- Muselman, C. (2023). *Mastering empathy and strategy: The top 10 traits every workers' compensation claims adjuster needs to thrive*. WorkersCompensation.com.
- Muselman, C. (2023). *The art of compassion: Ten essential qualities of a top-performing workers' compensation claims team*. WorkersCompensation.com.

### Selected Articles

Author of 580+ published articles across industry and academic outlets including WorkersCompensation.com, *Captive.com* / *CICR*, *BLOOM*, *WorkCompCollege*, *WorkCompCentral*, *Risk & Insurance*, *CLM Magazine*, *Just Begin Magazine*, and *Beauty & Beast in Business*.

- Muselman, C. (2024). *Empathy: The necessary paradigm shift in workers' compensation*. WorkersCompensation.com.
- Muselman, C. (2023). *Ethical dimensions of workers' compensation risk management*. WorkersCompensation.com.
- Muselman, C. (2022). *Humanity in workers' compensation*. BLOOM Magazine.
- Sanderson, H., & Muselman, C. (2019). *Plotting a compliance course: What to consider when determining whether or not to submit an MSA to CMS*. CLM Magazine.

### Signature Series & Columns

- *Claire's Corner* — Faculty column, WorkCompCollege (2022–present)
- *Back to School with AI: Workers' Compensation Edition* — 12-part education series, 2024
- *Compassion Fatigue & Culture* — Multi-part series, 2023–2024
- *Women's History Month: Ceiling Breakers & Change Makers* — 50-article feature set, 2023
- *Bright, Dynamic Energy* — Ongoing leadership and presence essays, 2024–present

### Contributions & Media Features

- Expert contributor, *Property & Casualty 360* — *AI sparks new era in empathetic workers' comp claim management* (2024)
- Interviewee, KCCI Des Moines — *Former manager at Kids Empire...* (2024)
- Profile Feature, Ferrari, F. (2025). *Dr. Claire C. Muselman: Leader, Teammate, Encourager with Intellect & Grace*. WorkersCompensation.com
- Expert contributor, *MarketWatch Guides* — *Minimum Wage by State* (2024)

