

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

Drake University, Des Moines, Iowa | 2025

Master of Jurisprudence in Compliance & Risk Management

Drake University, Des Moines, Iowa | *In progress, expected 2027*

Bachelor of Arts in Political Science

University of Iowa, Iowa City, Iowa | 2005

Academic Appointments

Drake University, Des Moines, Iowa | 2019–present

- **Faculty Director, Executive Education | 2026–present**
Provide academic and strategic leadership for Drake University’s Executive Education portfolio. Guide program development, faculty engagement, curriculum quality, client relationships, and the delivery of leadership development experiences for corporate and professional audiences.
- **Assistant Professor of Practice, Zimbleman College of Business | 2019–present**
Teach undergraduate and graduate courses in Leadership, Human Resources, Organizational Behavior, Business Strategy, Business Communication, and Personal Branding.
- **Lead Instructor, Executive Influence, Executive Education | 2024–present**
Design and facilitate executive training in leadership communication, emotional intelligence, and presence for corporate and professional audiences.
- **Co-Director, Master of Science in Leadership Program, School of Education | 2023-2026**
Provide academic leadership for graduate leadership curriculum, capstone design, and program strategy. Mentor students in applied research and professional leadership development.

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 enterprise operations, compliance, and strategic execution for a national technology firm serving the workers' compensation industry.
- Direct cross-functional product development and implementation for SimplyResearch, SimplyForms, and SimplyClaimsKit to strengthen regulatory access, operational efficiency, and industry compliance.
- Expand organizational visibility and influence through industry partnerships, thought leadership, speaking, writing, and strategic engagement across insurance, technology, and education.

DCM (CM Advising)

President | 2022–present

- Deliver keynote presentations, workshops, and masterclasses for employers, insurance organizations, professional associations, and leadership audiences nationwide.
- Develop research-based workbooks, playbooks, and practical tools focused on workers' compensation, leadership, communication, emotional intelligence, and organizational culture.
- Create signature programs and published content that translate behavioral science and industry expertise into actionable strategies for individuals, teams, and organizations.

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)* – Program Leader
- *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, 2025

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, 2018–2026

Hundreds of keynotes, conference presentations, executive education programs, workshops, masterclasses, and media appearances across workers' compensation, insurance, risk management, leadership, safety, health care, higher education, and public-sector audiences.

National Keynotes and Conference Presentations

- Workers' Compensation Institute and National Workers' Compensation & Disability Conference — multiple keynote, panel, and educational presentations
- Claims & Litigation Management Alliance — Annual Conference, Workers' Compensation Conference, Focus Conference, Claims College, and national educational programs
- Risk & Insurance Management Society — Florida, Nevada, Western Regional, and regional chapter conferences
- National Association of Mutual Insurance Companies — national webinars, professional education programs, and annual meeting presentations
- ExecuSummit — Workers' Compensation Insurance and Women in Leadership conference programs
- International Leadership Association — Emerging Scholars and Global Conference presentations in Ottawa and Chicago
- State and regional conferences — Iowa, Illinois, Montana, Nevada, Missouri, Kansas, Idaho, Nebraska, Tennessee, Arizona, and additional national markets

Executive Education and Corporate Programs

- **Executive Influence** — Drake University Executive Education and corporate leadership cohorts focused on communication, emotional intelligence, presence, and influence
- **The Science of Workers' Compensation** — national risk-control workshop series for carriers, captives, employers, and insurance programs
- **The Lag Time Playbook** — employer and captive programs focused on early reporting, communication, accountability, and measurable claims outcomes
- **Return Ready** — leadership and operational programs focused on return-to-work strategy, modified duty, employee connection, and recovery
- Leadership development programs for EMC Insurance, Pella Corporation, Principal Financial Group, Women Lead Change, MassMutual, and professional associations
- Workshops and masterclasses focused on emotional intelligence, personal branding, organizational culture, executive presence, accountability, and behavior change

Higher Education and Leadership Development

- Drake University — Executive Education, Alumni EVERCLASS, Learning Symposium, Women and Gender Studies, B.U.I.L.D., student organizations, and professional development programs
- Michigan State University and Northwest Missouri State University — insurance, leadership, and emotional intelligence programming
- National Leadership Academy and Global Youth Leadership Academy — leadership development programs in the United States, Mexico, Ireland, and Portugal
- Corporate academies, university courses, professional development programs, and emerging-leader experiences for undergraduate, graduate, and executive audiences

Public Sector, Health, and Community Engagement

- Iowa Court Appointed Special Advocates — resilience, boundaries, emotional intelligence, and self-leadership programs
- Broadlawns Medical Center and Michigan Health Care Safety Association — burnout, communication, psychological safety, and workplace well-being
- Public Risk Management Association, state labor agencies, safety councils, chambers of commerce, and community leadership organizations

Signature Speaking Areas

- Human-centered workers' compensation and workers' recovery
- Leadership, accountability, and organizational behavior
- Emotional intelligence and behavioral science
- Communication, connection, and psychological safety
- Executive influence, personal branding, and professional presence
- Women's leadership, confidence, and empowerment
- Workplace culture, employee engagement, and well-being

Publications

Author of 650+ published articles and long-form works across industry, academic, professional, and leadership outlets including WorkersCompensation.com, Captive.com and Captive Insurance Company Reports, WorkCompCollege, BLOOM, WorkCompCentral, Risk & Insurance, CLM Magazine, PropertyCasualty360, Just Begin Magazine, and Beauty & Beast in Business.

Books and Long-Form 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

- Muselman, C. (2026). “Work Comp Scam Targets Spanish-Speaking Injured Workers.” *WorkersCompensation.com*.
- 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 to Submit an MSA to CMS.” *CLM Magazine*.

Signature Series and Columns

- **Claire’s Corner** — Faculty column for WorkCompCollege | 2022–present
- **Bright, Dynamic Energy** — Leadership, communication, personal growth, and executive presence essays | 2024–present
- **Summer Safety Series** — 32-article workplace safety and behavioral science campaign | 2026
- **Back to School with AI: Workers’ Compensation Edition** — Multi-part educational series on artificial intelligence, prompting, reasoning models, and custom tools
- **Workers’ Compensation Claims Roadmap** — Multi-part series addressing pre-injury preparation, active claim management, recovery, and post-claim learning
- **Compassion Fatigue and Workplace Culture** — Multi-part series focused on adjuster well-being, burnout, leadership, and claim outcomes
- **Women’s History Month: Ceiling Breakers and Change Makers** — 50-article leadership and professional profile series
- **The Ethical Imperative** — Ten-part series examining accountability, empathy, emotional intelligence, bias, and ethical decision-making
- **Captives 101** — Multi-part educational series covering captive structures, strategy, financial considerations, regulation, and workers’ compensation

Contributions and Media Features

- Featured contributor, *Captive Insights* — “The High Cost of Delayed Workers’ Compensation Claims” | 2025
- Expert contributor, *PropertyCasualty360* — artificial intelligence and empathetic workers’ compensation claim management | 2024
- Expert contributor, *MarketWatch Guides* — employment and minimum-wage analysis | 2024
- Profile feature, Ferrari, F. — “Dr. Claire C. Muselman: Leader, Teammate, Encourager with Intellect & Grace” | 2025
- Interview and expert commentary contributions for insurance, workplace, leadership, risk management, and media publications

Primary Areas of Scholarship and Professional Writing

- Workers’ compensation, recovery, return to work, and claims strategy
- Leadership, organizational behavior, and emotional intelligence
- Behavioral science, neuroscience, communication, and human connection
- Workplace safety, risk management, compliance, and ethical decision-making
- Executive presence, professional development, and personal branding
- Employee engagement, organizational culture, and workplace well-being