

Fill in the blanks. Then read your story on the next page!

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The 2023 Workers' Comp Educational Conference is now in the books! We started and ended the entire conference with a "talk show" style of session—kinda like _____ but with workers' comp. It was very interesting to see both sides of each topic. Maybe next time, they'll expand it and include a(n) 's perspective. We also experienced something unique: Oral Argument! Court was held right in the middle of the conference! I know there's typically not anyone jumping up to yell _!!" during the preceding, but I really want to. Congrats to Kitty Boyte on winning the 2023 Sue Ann Head Award. Her teaching spirit was really inspiring. Maybe I'll _ next Spring. Our keynote speaker was Coach Rick Boyd. It was fascinating how much leadership advice could transfer to workers' comp from a(n) $\underline{\hspace{1cm}}$ coach. Coach Boyd looked for drive in his players and made sure his team genuinely wanted to ______. Some of the sessions mentioned how insurance adjusters have growing case loads with each adjuster having well over _____ claims on their desks. We were all challenged to stay curious, and look for misaligned incentives, and how social determinants of health play a role in our work. As one breakout session put it, "It's not just a _. There are many more components that affect—maybe not "the claim" but—the human that it represents."