SPECTRUM INSURANCE

RISK&BUSINESS



CONQUERING TEAM DYSFUNCTION

Patrick Lencioni On Improving Your Team

- + ARI MEISEL TEAM CULTURE
- + LIZ WISEMAN NEW MULTIPLIERS
- + DR. MARSHALL GOLDSMITH BE LIKE YOUR HEROES



7106 114

The Silver Lining®

























The reason people spend their hard-earned money on insurance is that there are certain things they simply can't afford to lose. Which is exactly why it's so nice to have a policy from West Bend.

Because at the core of everything we do lies a simple premise.

A sincere desire to help our agents and their customers through problems and adversity.

To make sure that positives come from negative situations.

To step up when you need us.

To do the right thing.

That's the Silver Lining.





a GENUINE moment

We're here to make sure you always dig what you do.



RISK&BUSINESS

PUBLISHER EDITOR GRAPHIC DESIGN CONTENT COORDINATOR Carle Publishing Inc. Erika MacLeod Jessica Cook Stacey Cowperthwaite

CONTRIBUTORS

Lindsey Boggs
Dr. Marshall Goldsmith
Ari Meisel
Patrick Lencioni
Liz Wiseman
Liz Ryan
Mke Michalowicz
Kate Banchy
Josh Johanningmeier
Dan Frost
Eivind Oland
Linda J. Feirn
Rufino Gaytán III

ADVERTISING (Local)

Darrel Zaleski Darrel Zaleski

PHOTOGRAPHY

All images sourced from Carle Publishing Inc. or iStockphotos.ca unless otherwise identified.



4233 Southtowne Dr. Eau Claire, WI 54701 877.858.9874

www.spectruminsgroup.com

Spectrum Insurance Risk & Business Magazine™ is published by Carle Publishing Inc. All content, copyright © 2017, Carle Publishing Inc. All rights reserved.

Risk & Business Magazine™ is a valued and recognized trademark of Carle Publishing Inc. This publication may not be reproduced, all or in part, without written consent from the publisher. Every effort has been made to ensure the accuracy of all content in this publication, however, neither the publisher nor Spectrum Insurance will be held responsible for omissions or errors.

Articles, reports and information contained herein reflect the views of the individuals who wrote or prepared them and do not necessarily represent the position of the publisher or Spectrum Insurance. The material herein is intended for educational and informational purposes only. Nothing herein is to be considered the rendering of insurance advice for specific cases or circumstances. Communication of any legal information contained herein does not constitute an attorney-client relationship, nor convey legal advice or recommendation of any kind. Do not rely on information contained herein to replace consultation with qualified brokers, attorneys or other professionals in your jurisdiction.

Please address all editorial and advertising inquiries to Carle Publishing Inc., Email: erika@carlepublishing. com. Carle Publishing Inc. is not held responsible for the loss, damage or any other injury to unsolicited material (including but not limited to manuscripts, artwork, photographs and advertisements). Unsolicited material must be included with a self-addressed, overnight-delivery return envelope, postage prepaid.

Carle Publishing Inc. and Spectrum Insurance will not give or rent your name, mailing address, or other contact information to third parties. Subscriptions are complimentary for qualified individuals.

CARLE PUBLISHING

Toll Free: (877) 719-8919, Fax: (866) 609-5674 Email: info@carlepublishing.com Website: www.carlepublishing.com



WE OFFER A FULL SPECTRUM OF INSURANCE PRODUCTS

Your business is one of a kind and requires flexible business insurance plans as unique experienced company. Our your professionals work with you to customized insurance plans providing business insurance and employee benefit solutions. We offer a full spectrum insurance products including:

- Workers Compensation
- Group Health & Dental
- General Liability
- Group Life & Disability
- Automobile & Fleet
- Equipment Breakdown
- Property & Inland Marine
- Surety and Bonds
- Umbrella
- Professional Liability

www.spectruminsgroup.com



PATRICK LENCIONI:

CONQUERING TEAM DYSFUNCTION

CONTENTS

5 LETTER FROM THE OWNER

6 STATE TAX RISK:

Are You Covered?

9 A WORKAHOLIC'S LESSON ON LOVE & LOSS Lindsey Boggs - From The Ritz To a Padded Cell

12 BE A BETTER LEADER

Be More Like Your Heroes

14 TEAM CULTURE

There's An App For That

20 ARE YOU AN ACCIDENTAL DIMINISHER?

Diminishers Vs. Multipliers

22 IS CAREER REINVENTION IN YOUR FUTURE?

24 MIKE MICHALOWICZ

A Simple Technique To Skyrocket Productivity

25 WISCONSIN WORKER'S COMPENSATION FEE SCHEDULE BACK ON THE TABLE

26 SEVENTH CIRCUIT HANDS EMPLOYERS BIG ADA WIN:

Rejects EEOC's Long-Term Medical Leave of Absence Guidance

28 OSHA'S CRYSTALLINE SILICA RULE

30 NEW SUMMARY OF BENEFITS AND COVERAGE TEMPLATE REQUIRED FOR 2018 OPEN ENROLLMENT



WELCOME

Welcome to the fall 2017 edition of *Risk & Business Magazine*. Spectrum Insurance Group is pleased to provide this magazine as a valuable resource for your company. The purpose of the magazine is to bring relevant content to help your business succeed. Inside this edition, you'll find many great articles related to business insurance, employee benefits, safety/risk management, employment law, banking, financial management, and general business topics. We think you will find these articles informative and useful to the success of your business.

When Spectrum Insurance Group was started in 2007, one of the core values we established was to provide value-added services to our customers. *Risk & Business Magazine* provides another outlet to help inform and educate not only our customers but all businesses located throughout the state of Wisconsin. What's good for all businesses in Wisconsin is good for Spectrum Insurance Group!

With the news in the headlines recently regarding Hurricanes Harvey, Irma, Jose, and Maria, many businesses are wondering what impact the hurricanes will have on insurance rates for 2018 and 2019. We are starting to see some of the numbers coming in, and the insured losses are quite staggering. The Insurance Council of Texas has estimated overall insured losses from Harvey to be nearly \$19 billion. Irma is estimated to have in excess of \$18 billion in insured claims.

While claim payments in Texas and Florida may not immediately impact insurance rates in Wisconsin, the long-term effect of reinsurance premiums paid by insurance companies in Wisconsin will more than likely cause a spike in property insurance rates. Stay tuned!

On behalf of the entire staff in all of our offices located throughout Wisconsin, we hope you enjoy this issue of *Risk & Business Magazine*. Please feel free to provide me any feedback regarding the magazine by emailing me at darrel.zaleski@spectruminsgroup.com. I'd love to hear from you.

Sincerely,

Darrel Zaleski, Owner

Dame John

SPECTRUMINSGROUP.COM

Seventh Circuit Hands Employers Big ADA Win; Rejects EEOC's Long-Term Medical Leave Of Absence Guidance

ew employment issues confound employers as much as employee requests for medical leaves of absence. Most employers know that the federal Family and Medical Leave Act of 1993 (FMLA) and similar state laws provide covered employees at least twelve weeks of unpaid leave for various reasons. That requirement seems simple enough, but the Americans with Disabilities Act (ADA)² and state laws like the Wisconsin Fair Employment Act (WFEA)³ complicate the FMLA's seemingly straightforward leave entitlement.

Some employers do not realize that, once an employee exhausts the FMLA leave entitlement (or if the employee is not eligible for FMLA leave at all), the employee may be entitled to additional protections under the ADA, WFEA, or similar laws in other states. For employers already aware of these issues, it may seem that, according to the United States Equal Employment Opportunity Commission (EEOC), an employer's obligation to provide leave has no bounds. 4 According to the Court of Appeals for the Seventh Circuit, which oversees federal courts in Illinois, Indiana, and Wisconsin, the ADA does not complicate leave requests as much as the EEOC has led us to believe.

In Severson v. Heartland Woodcraft, Inc., Severson, the former employee, asked his employer, Heartland, for an additional twoor three-month leave after exhausting his FMLA entitlement.⁵ Severson needed the additional time off due to a back surgery he had on his last day of FMLA-protected leave.⁶ Heartland denied Severson's request, JOSH JOHANNINGMEIER AND RUFINO GAYTÁN III

terminated his employment, and invited Severson to reapply for employment once medically cleared to work.⁷

Severson declined Heartland's invitation and instead sued Heartland. Severson claimed that Heartland violated the ADA by failing to provide him a reasonable accommodation, i.e., three months of leave beyond the twelve-week FMLA entitlement. The United States District Court for the Eastern District of Wisconsin disagreed with Severson and granted summary judgment in favor of Heartland because Severson was no longer a "qualified individual" as a result of his need for a months-long leave. To



The Court of Appeals also disagreed with Severson, stating that "[t]he ADA is an antidiscrimination statute, not a medical-leave entitlement." The Court focused on the purpose of the ADA, which is to prohibit "discrimination against a 'qualified individual on the basis of disability." The ADA defines "qualified individual" with a disability as "a person who, 'with or without reasonable accommodation, can perform the essential functions of the employment position." "13

Taking a common sense approach, the Court ruled that the ADA limits reasonable accommodations "to those measures that will *enable* the employee to work" and does not require accommodations that *excuse* the employee from working. According to the Court, "an employee who needs long-term medical leave *cannot* work and thus is not a 'qualified individual' under the ADA." 16

The EEOC, which appeared as *amicus curiae*, argued that a long-term medical leave of absence qualifies as a reasonable accommodation if: (1) it has a definite duration, (2) the employee requests it in advance, and (3) it will enable the employee to perform the essential



functions of the job upon returning to work.¹⁷ After pointing out that the EEOC's interpretation ran contrary to Supreme Court precedent,¹⁸ the Court of Appeals reasoned that the EEOC's approach rendered the length of the leave irrelevant.¹⁹ The Court rejected the EEOC's interpretation of "reasonable accommodation" as "untenable" because it would transform the ADA "into a medicalleave statute—in effect, an open-ended extension of the FMLA."²⁰

Despite the Court rejecting the argument that a long-term medical leave constitutes a reasonable accommodation, the Court stated that intermittent or short leaves of "a couple days or even a couple of weeks" may be reasonable accommodations in certain cases. ²¹ Employers must therefore continue to evaluate leave requests on a case-by-case basis.

Employers must also be aware of and manage any differences between the ADA and applicable state laws addressing disability accommodations. In Wisconsin, for example, the state Supreme Court has interpreted the WFEA to require greater accommodation efforts than the ADA.²² Employers in most other circuits should also not view the Severson decision as a license to deny extended leaves of absence. For example, the First and Tenth Circuit Courts of Appeals have approved multiple-month leaves as reasonable accommodations under the ADA.23 Nevertheless, employers throughout the Seventh Circuit have certainty that, under the ADA, a multiple-month leave following exhaustion of the FMLA entitlement is not a reasonable accommodation. +

Josh Johanningmeier is a shareholder with Godfrey & Kahn S.C. in Madison, Wisconsin, where his practice includes labor and employment, product liability, and insurance-related litigation and counseling. Josh can be reached at jjohanni@gklaw.com.

Rufino Gaytán III is a labor and employment lawyer in Godfrey & Kahn S.C.'s Milwaukee, Wisconsin, office. Rufino routinely advises clients regarding accommodation and leave issues and can be reached at rgaytan@gklaw.com.

(Endnotes)

- ¹ 29 U.S.C. § 2612(a)(1); *see*, *e.g.*, Wis. Stat. § 103.10.
- ² 42 U.S.C. § 12101 et seq.
- ³ Wis. Stat. § 111.321.
- ⁴ Employer-Provided Leave and the Americans with Disabilities Act, Equal Employment Opportunity Commission, last modified May 9, 2016, available at: https://www.eeoc.gov/eeoc/publications/ada-leave.cfm; see also Severson v. Heartland Woodcraft, Inc., ____ F.3d ____, 2017 WL 4160849, *4 (7th Cir. Sep. 20, 2017) (describing the EEOC's position as rendering the duration of the leave "irrelevant as long as it is likely to enable the employee to do his job when he returns").
- ⁵ 2017 WL 4160849 at *1.
- ⁶ *Id.*
- ⁷ *Id.*
- ⁸ *Id.*
- 9 *Id*.
- ¹⁰ Severson v. Heartland Woodcraft, Inc., 2015 WL 7113390, *7 (E.D. Wis. Nov. 12, 2015) (citing *Byrne v. Avon Prods., Inc.*, 328 F.3d 379, 380-81 (7th Cir. 2003)).
- 11 Severson, 2017 WL 4160849 at *1.
- ¹² *Id.* (quoting 42 U.S.C. § 12112(a)).
- ¹³ *Severson*, 2017 WL 4160849 at *1 (quoting 42 U.S.C. § 12111(8)).
- ¹⁴ Severson, 2017 WL 4160849 at *1 (emphasis added).
- 15 *Id.* at *3.
- ¹⁶ *Id.* at *I (emphasis in original).
- 17 *Id.* at *4.
- ¹⁸ Id. (citing U.S. Airways, Inc. v. Barnett, 535 U.S. 391, 400 (2002) (stating that the EEOC's interpretation equated a "reasonable accommodation" with an "effective accommodation" and rejecting such interpretation)).
- 19 Severson, 2017 WL 4160849 at *4.
- 20 Id.
- ²¹ *Id.* at *3; see also Byrne, 328 F.3d at 381.
- See, e.g., Crystal Lakes Cheese Factory v.
 L.I.R.C., 2003 Wl 106, 264 Wis. 2d 200, 664 N.W.2d 651.
- ²³ See, e.g., Garcia-Ayala v. Lederle Parenterals Inc., 212 F.3d 638 (1st Cir. 2000); Hwang v. Kansas State Univ., 753 F.3d 1159 (10th Cir. 2014) (addressing long-term leaves in Rehabilitation Act context).