



Diana B. Henderson
ARM, CPDM, WCCP

President

The Henderson
Group

4590 MacArthur Blvd., Suite 500
Newport Beach, CA 92660
Phone: 949-417-5722
Fax: 714-963-2024
www.thehendersongroup.net

Professional Experience

2001 to present *The Henderson Group*, President
1996 to 2001 *Aon Risk Services*, Vice President, Integrated Benefits and Cost Containment
1995 to 1996 *Hunt-Wesson, Inc.*, National Manager, Workers' Compensation
1989 to 1995 *Hunt-Wesson, Inc.*, Manager, Workers' Compensation Self-Administration Unit
1988 to 1989 *Beaver Insurance Company*, Workers' Compensation Senior Claims Examiner
1986 to 1988 *Southern California Edison Company*, Workers' Compensation Senior Claims Examiner
1981 to 1986 *Southern California Edison Company*, Labor Relations Research Analyst
1973 to 1981 *Southern California Edison Company*, Supervising Legal Secretary/Paralegal

Education and Credentials

1986 Bachelor of Science, Management and Organizational Behavior, University of La Verne, California
1988 Workers' Compensation Claims Administrator (WCCA), Insurance Educational Association
1988 Self-Insurance Administrator's Certificate, State of California, Self-Insurance Plans
1997 Associate in Risk Management (ARM)
1997 Broker/Agent License (Property & Casualty Insurance), State of California, Department of Insurance
1997 Workers' Compensation Claims Professional (WCCP), Insurance Educational Association

Professional Affiliations

Insurance Educational Association, *Instructor and Workshop Leader*
Insurance Skills Center, *Instructor and Workshop Leader*
California Joint Powers Insurance Authority, *Instructor and Workshop Leader*
California Chamber of Commerce, Member
California Manufacturers' Association (now known as CM&TA)
1990 to 1996 Workers' Compensation Steering Committee Member
Disability Management Employers' Coalition, Inc.
1996 Governmental and Legislative Affairs Liaison
1995 Chief Financial Officer
1995 and 1996 President, Southern California Chapter
1994 Secretary, Southern California Chapter
National Association of Women Business Owners (NAWBO), Member

Workshops and Education

Insurance Educational Association, Newport Beach, California

Public Workshops and Seminars since 1994

Certified Professional in Disability Management (CPDM) Certification program,

Member of curriculum development committee

Instructor for classroom and on-line semester courses

Disability 101

Leader for both 8-hour workshop and on-line tele-learning workshop

Introduction to Workers' Compensation for Non-Technical Personnel

Instructor for 8-week classroom curriculum

Understanding and Utilizing Health Care Organizations (HCO's)

Leader for 4-hour workshop

Medical Provider Networks (MPN)

Leader for 4-hour workshop

Insurance Skills Center and IBA West, Huntington Beach, California

In-House and Public Workshops and Seminars since 2000

Workers' Compensation Reform Update 2006 (Broker and Employer Strategies)

Leader for 4-hour workshop

SB 899 – Understanding the Rules and Medical Control

Leader for 4-hour workshop

SB 899 – The Latest California Workers' Compensation Reform

Leader for 4-hour workshop

AB 227 and SB 228 – More California Workers' Compensation Reform

Leader for 4-hour workshop

AB 749 -- California Workers' Compensation Reform

Leader for 4-hour workshop

Understanding the Workers' Compensation Claims Process

Leader for 4-hour workshop

Workers' Compensation Fraud and Investigations

Leader for 4-hour workshop

Integrated Disability Management (Voluntary and Statutory Benefits)

Leader for 8-hour workshop

Developing Return-to-Work Programs

Leader for 4-hour workshop

Understanding and Utilizing Health Care Organizations (HCO's)

Leader for 4-hour workshop

Untangling the California Leave Acts

Leader for 4-hour workshop

ABC's of Health Care

Leader for 4-hour workshop

Understanding COBRA and HIPAA

Leader for 4-hour workshop

Current Issues in Health Care

Leader for 4-hour workshop

Employee Benefits Crossover for Property and Casualty Agents
Leader for 4-hour workshop
You Be the Judge: Employment Practices Cases
Leader for 4-hour workshop
Long Term Care Certification Class
Leader for 8-hour workshop

California Joint Powers Insurance Authority

Workshops for Member Public Agencies

Disability Management: The Key to Protecting Your Employee Investment
Leader for 6-hour workshop
Workers' Compensation Best Practices
Leader for 6-hour workshop
We Want You Back – A Return-to-Work Workshop
Leader for 6-hour workshop

Speaking Engagements

“We Can Work It Out: Administering Overlapping Mandates”, Pre-Conference
Workshop Leader, 9th Annual Risk Management Conference hosted by CJPIA,
Indian Wells, California
*“California Workers' Compensation Environment: What Every Employer Should
Know”*, Speaker, Titus-Leavitt Brokers Employer Symposium, Chico, California
“Workers' Compensation Reform Update”, Speaker, Young Brokers and Agents
Conference, Monterey, California
“The Highlights of SB 899”, Speaker, Tanner Insurance Brokers Employer Symposium,
Pleasanton, California
“Workers' Compensation for Employers: Reform, Process and Fraud”, Speaker,
Lincoln-Leavitt Brokers Employer Symposium, Lakeport, California
“Untangling the Web of ADA/FEHA, FMLA/CFRA and Workers' Compensation”,
Speaker, Disability Management Employer Coalition, San Diego Chapter Meeting
“Building Blocks of Benefits”, Speaker, Young Brokers and Agents Conference, Reno,
Nevada
“AB 749 – The Latest Workers' Compensation Reform”, Speaker, Tanner Insurance
Brokers Employer Symposium, Pleasanton, California
“Maximizing Return-to-Work Incentives”, Speaker, Tanner Insurance Brokers Employer
Symposium, Pleasanton, California
“Workers' Compensation and HIPAA”, Speaker, Tanner Insurance Brokers Employer
Symposium, Pleasanton, California
“Health Care Organizations at the University of California”, Speaker, University of
California Regents Human Resources Conference, Oakland, California
“The Obstacle Course: ADA, FEHA, FMLA, CFRA, PFL and Workers' Compensation”,
Speaker, Aon Risk Services “CompCamp”, Pasadena, California
*“AB 749 and AB 486 – Developing a Strategy to Manage the Latest Workers'
Compensation Reform”*, Speaker, Aon Risk Services “CompCamp”, Pasadena,
California

"Mom's Bakery: ADA/FEHA, FMLA/CFRA, and Workers' Compensation", Speaker,
 Workers' Compensation Forum Annual Meeting, Upland, California

"The Keys to Disability Management", Speaker, Disability Management Employer
 Coalition National Conference, Seattle, Washington

"Maximizing Human Capital", Speaker, Aon Workforce Strategies Client Seminar, San
 Francisco and Los Angeles, California

"The Impact of the Moorpark Decision", Speaker, Agents & Brokers Association,
 Ontario, California

*"Return-to-Work – How to Develop and Implement a Comprehensive & Cost Effective
 Program"*, Speaker, SEAK2000 Conference, San Diego, California

"Disability Management -- Reaching for the Stars", Speaker, DMEC National
 Conference, San Diego, California

"Take a Look in the Mirror", Workers' Compensation Forum Monthly Meeting, Upland,
 California

"Integrated Benefits & Disability Management -- Measuring the Results",
 Moderator & Speaker, 34th Risk & Insurance Management Specialist
 Annual Conference, Toronto, Canada

"ConAgra Grocery Products Co. Project Team -- The Results", Speaker, CMA
 Workers' Compensation Conference, Monterey, California

*"You Already Have a 24-Hour Program; You Just Aren't Managing It That
 Way"*, Speaker, 33rd Risk & Insurance Management Specialist Annual
 Conference, San Francisco, California

"Taking a Grass Roots Approach to Disability Management", Speaker, 65th
 Annual Meeting of California Self-Insurers Association, San Diego,
 California

"Benchmarking Toward Integration", Speaker, Second Annual Executive
 Conference, Integrating Managed Care and Disability Programs, San
 Diego, California

"Employer-Driven Integrated Managed Care", Panelist, CMA Workers'
 Compensation Conference, Monterey, California

"Three Perspectives on Implementing Disability Management Programs",
 Panelist, Disability Management Employers Coalition Meeting, Costa
 Mesa, California

"Disability Management, Getting a Grip on Lost Work Days and Dollars",
 Panelist, 1994 United HealthCare Corporation's Managed Care
 Innovators' Roundtable, Minneapolis, Minnesota

"Practice vs. Theory for the 1994 Workers' Compensation Reform", Faculty Member,
 Claims Technical Institute, 1994 Workers' Compensation
 Reform Seminar, Anaheim, California

"Workers' Compensation Reform -- A Tale of Three Companies", Panelist, CMA
 Workers' Compensation Conference, Monterey, California

"Workers' Compensation in A Nutshell", Speaker, National Safety Conference,
 Armour/Swift-Eckrich Co., Denver, Colorado

"An Employer's Guide to the 1989 Workers' Compensation Reform", Western
 Council of Private Fleet Operators Inc., Los Angeles, California