



HUMAN RESOURCES

Working Group

April 29, 2020

The Council's **Human Resources Working Group** met virtually on **Wednesday, April 29, 2020**. The meeting was staffed by The Council's Elizabeth McDaid, Julia Ruiz, Maureen Lilienthal, and Tish Carden. The agenda focused on the group members' experiences, challenges and lessons learned over the past month.

INTRODUCTION & COUNCIL RESOURCES

Council Staff opened the meeting by welcoming the group and highlighting a few Council resources the working group might find helpful.

- **COVID-19 Resources**

A [COVID-19 Resource Center](#) that contains information on federal, state, and global activity, operational resources and more. The Council also produces a daily COVID-19 legislative newsletter.

- **Back to Work Resources**

A webinar series focused on bringing the workforce back to the workplace designed to provide member firms and their clients tangible information and resources. In addition, a guide document will be released with considerations for employers who plan to re-open their office doors. The research is a blend of federal guidelines, lessons learned from international companies who already re-opened, as well as companies here in the U.S. who have already put together a process.

- **Industry Basics Online Courses for Employees**

Two series of online self-paced courses designed for anyone new to the Industry. More information can be found at these sites: [Introduction to Insurance Industry](#) and [Commercial Lines Coverage Basics](#).

- **Internship Program Resources**

[The Council Foundation Scholarship Program](#) will continue to award academic scholarships this summer with flexible eligibility and nomination requirements due to COVID-19. The [Intern Summer School](#) will offer two online tracks of curriculum designed for specifically for interns.

MEMBER PANEL: NAVIGATING CURRENT COVID-19 ENVIRONMENT

A panel consisting of three members shared how they are managing the challenges associated with the current health and economic crisis. Panelists included:

- **Kelly Burger**, Director of Team Resources at Brown & Brown
- **Pam Johnson**, Director of HR at Propel Insurance
- **Barbara Bentley**, Chief Talent Officer at Catto & Catto

The panel discussed the challenges faced while transitioning their workforce to remote home offices, enhanced internal communications across organization, solutions to encourage employee engagement, adopting modified employee benefit policies, and establishing internal resource centers for employees.

LESSONS LEARNED

Question posed to the group: "What practices did you or your team use while working remotely that will serve you well once you are back in the office? Responses included:

- Better use of technology tools to encourage collaboration
- Culture acceptance of remote working
- Broader (cross-team and company-wide) communications

GROUP DISCUSSION

The group participated in a brief roundtable discussion and sharing of information in an open format. Attendees were encouraged to come prepared with their own topics of interest or questions for discussion.

Topics brought up by participating group members:

- Employee Engagement
- Return to Office practices and policies
- How to manage PTO build up and encourage employees to take time off from a mental health perspective
- When and how to allow face-to-face client meetings
- Processes for continuing to hire & onboarding new employees

NEXT MEETING

The Human Resources Working Group will continue to meet virtually, every other week. The next virtual Human Resources Working Groups is set to take place the week of **May 11, 2020**. Please be on the lookout for the meeting information.

QUESTIONS?

Contact The Council's Julia Ruiz at julia.ruiz@ciab.com.