

SACRED, PLAY, NEW

Employee

Sacred

- Job stability
- Empathy around individuals' situations and needs (x2)
- More open communication with teams (x2)
- My clients received better service, as I felt more responsibility to be available, working from home.
- More time was frequently spent with clients due to a change in the way we interacted. Shifted from quarterly face to face to weekly 30 minute sessions. We were able to accomplish more.
- Increased confidence with the technology

Play

- Love the ability to travel less and do more via Zoom
- Less travel
- Easier to eat healthy at home
- No commute - major quality of life boost
- Safety: weather days- no longer have to drive, downtown locations
- For employees with long commutes or hectic morning schedules (pre-COVID), those headaches faded with work from home.

New

- More time was frequently spent with clients due to a change in the way we interacted. Shifted from quarterly face to face to weekly 30 minute sessions. We were able to accomplish more.
- No Commute—Commute was huge for our employees. Near the larger cities, some people were spending 2+ hours a day driving.
- Increased productivity through the utilization of technology.
- Love the ability to travel less and do more via Zoom
- Ability to collaborate with people in different offices across the state via virtual tools - these types of meetings could only happen once or twice a year when scheduling in person.
- The fact that we've put the employee first. Protected them as best we can while still serving clients. Not furloughs, rifts, etc. Maintained merit increase, bonus, profit sharing, and premium reimbursement.
- The opportunity to learn new skills and immediately implement them.

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Executive

Sacred

- Has arguably been more connected to all employees through more frequent, intentional, caring touchpoints.
- Increased collaboration across offices (heard from many Partners that they talk and collaborate more than we ever did being present in the office)
- More time with family
- With less travel -- exec were able to "be" more places -- attend more internal meetings than Pre-COVID, participate in meetings in other parts of the globe that would not have been able to get to before. Zoom/virtual meetings gave execs the chance to expand their output if they used their time correctly.

Play

- Sped up the use of technology
- Developing content, solutions, and strategies to help clients and prospects navigate through the pandemic
- Clients are not shopping business or changing coverage during pandemic.

New

- It provided an opportunity to evaluate/challenge the old way of doing things.
- More focused 1x1 time with team members
- Flexibility
- Opportunity to evolve our company culture

HR/Talent Team

Sacred

- The pandemic accelerated our internal discussions on work from home resulting in a formal program that employees could elect. This is a strong retention tool and recruitment tool
- Increased awareness on employee well-being and [remote] engagement activities
- Ability to keep our employees safe (x2)
- Appreciating all the great people whom you can trust to get the job done, regardless of the circumstances (x2)
- Joy is coming back to the workplace and working together- you don't appreciate what you have until it's gone
- Fewer office complaints/issues due to most employees remote

Play

- Ability to showcase the value of HR function

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- Improved experience for pre-pandemic remote employees
- New (automated) evaluation/feedback options enable shorter and better adaptation cycles of HR-toolset
- Love the opportunity to get creative in showing appreciation and support to employees at home
- Ability to showcase the value of HR function
- Greater Town Hall participation

New

- Joy is coming back to the workplace and working together- you don't appreciate what you have until it's gone
- Hybrid and remote work removed geographic restraints to be able to recruit talent without boundaries
- Increased use of technology that we had not used before.
- Successful & quick transition to full work from home
- Appreciating all the great people whom you can trust to get the job done, regardless of the circumstances
- Work from home forced increased communication between front line supervisors and staff - created an opportunity to build a relationship with a team members through formal meetings to problem solve
- Gave opportunity to find great employees when their current employers could not be flexible for long term remote or hybrid work situations
- Making operational changes that would have taken too long absent the pandemic (open to remote work, using technology)
- Forced HR to think outside the box regarding new ways of onboarding, which resulted in increased productivity and efficiency in terms of new hire orientations and virtual onboarding

Client

Sacred

- The efficiency of being able to have same-day meetings with multiple clients/prospects in disparate locations.
- The flexibility in scheduling meetings, more times were available due to less travel
- Opportunity to be a trusted advisor to our clients
- No geographic limitations to accessing a new broker or carrier resource.
- Ability to rely on my broker to help navigate through the pandemic
- No geographic limitations to accessing a new broker or carrier resource.
- Availability of experts irrespective of place
- We were there when they needed us most.

Play

- The team responding all hours, due to a flexible schedule
- Direct access to account executives via cell phone calls.

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- Dedication of service teams despite disruption to regular business practices.
- The efficiency of meetings conducted virtually—what took 2 hours in person down to a 30-minute zoom meeting (x2)
- Ability to quickly adapt to the changing environment.

New

- Clients loved the innovation and new solutions offered.