



## 1. Situation

- \$400M Workers Compensation Insurance company
- Transitioning from state agency to private company
- Transitioning from state monopoly to open competition

## 3. Deliverables

- Employee Commitment Index – 3rd iteration (2007, 2008, 2009)
- Training to develop skills in HR team to deploy, analyze, and lead the Action Planning phase of the Employee Engagement Cycle

Financial  
Services  
Company

## 2. Key Issues

- Employee Engagement
- Measuring the results of previous year's action planning
- Open Competition and decreases in market share
- Lay-offs/staffing decreases based upon shrinking customer and premium base
- Changes in leadership team based upon new CIO and departure of SVP of Operations

## 4. Results

- Employee Commitment Scores increased year over year (3rd increase)
- HR Team lead ECI workshop and action planning without Conequity assistance

“One of my strategic goals is to **build, develop and retain** the **talent** pipeline and to develop improved **leadership capabilities to enable [us] to move to a more performance-based culture.** Employee engagement is clearly a part of this goal.”

**CEO, Regional Insurance Company**