



1. Situation

- Regional Workers Compensation Insurance company
- Transitioning from state agency to private company
- Transitioning from state monopoly to open competition

3. Deliverables

- Deploying SMART Goals Cascade process from CEO to Executives to Next Level Leaders (NLL)
- Conducting Performance Management Workshops for NLL's
- Creating a repeatable Performance Management Curriculum for HR team to leverage in future delivery

**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 Ins. Ops

4. Results

- SMART Goals cascade deployed to Exec's and NLL's
- Company achieved business plans for FY2009
- HR Team trained to deploy SMART Goals for corp. for 2010
- HR Team trained for future deliveries of PM workshops to increase capabilities of NLL and junior managers/leaders

"Line of sight goals create sharper focus on the link between your performance and our company performance. In a nutshell, effective Development and Performance Management is smart business strategy. Why? Sustaining a high-performance culture at our company is critical to reaching our growth targets and sustaining profitable business."

CEO