

# Investing in People and Retaining Talents

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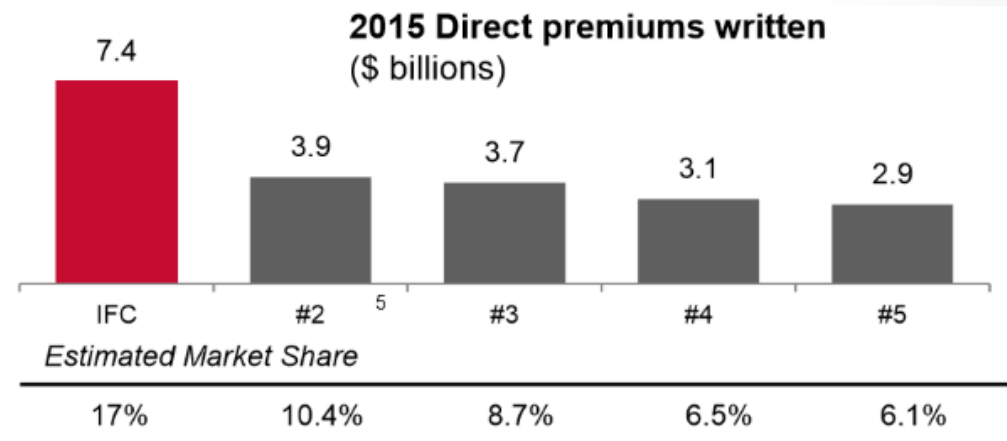
# About Intact

- Largest Property and Casualty insurer in Canada
- Over \$7.349 billion in direct premiums written
- \$13.3 billion investment portfolio
- Over 12,000 Employee



# Leader in the Industry

Top five insurers represent **49%** of the market



# Promise Statement

## YOU MAKE A DIFFERENCE

Across our company, we may have different jobs but we share the same goal. We are here to help people, businesses and society prosper in good times and be resilient in bad times. Making a difference is important to us.

We stay true to our values, we bring energy and passion to our work, and we want our customers to know that what matters to them, matters to us. We also want to build a leading Canadian company that values people as its biggest strength.

## The difference you make

- Your passion for meaningful work.
- Your desire to work for a values-driven organization.
- Your drive to be better and better at what you do.
- Your commitment to use your energy and knowledge to contribute to the success of your company.

## Our promise to you

- We won't compromise on our values of integrity and respect because they matter as much as results.
- We will support you to develop your skills and grow throughout your career.
- We will make sure that you are surrounded by a strong team that will inspire you.
- We will offer a comprehensive financial rewards program that recognizes your success.

Together, we make a difference.

# Defining Engagement

*Intact:* Engagement is the state of emotional and intellectual involvement that motivates employees to do their best work.

*Disney:* The extent to which Employees commit to something or someone in their organization and how Effectively they work and how long they stay as a result of that commitment.



# Employee Engagement Inspired by Disney

Culture

Selection

Training

Communication

Genuine Care

# Training

- Onboarding
- Ongoing training



# Onboarding

Why is a positive orientation important?

- Support
- Reduce anxiety
- Confidence
- Retention
- Culture
- Engagement





# Example

<b>Training Schedule</b>		Name:	Jaclyn		
		Level:	UA		
		Success Partner:	Jyoti		
		Start Date:	20-Feb-18		
<b>First 4 Weeks</b>					
<b>Week One - Orientation</b>					
Day	Topic	Resources	Facilitator	Signature for Completion	Additional Comments
1	Office Tour/Staff Introductions		Manager		
1	Role & Responsibilities/Sign Authority docs		Manager		
1	Check all IDs and Sanctions		Success Partner		
1	Lotus Notes, Phone System incl Queue, Staff Directory		Success Partner		
1	CCM - Shadowing Clerk		Lucy		
2	CCM - Shadowing Clerk		Lucy		
3	Broker Portal (Overview)		Success partnetr		
3	Working Limit Document	<a href="#">Working Limits Document</a>	Success partnetr		
3	Shadow NB		Calvin		
4	Understanding AutoPlus, MVR, IBC, Vinlink		Ben		
4	Campus Course - Insurance! It's New to Me!	<a href="#">Campus Website</a>	Self		
4	Shadow NB		Calvin		
<b>Total Hours:</b>					

# Success Partner Program

*Positive experience right from the start*

## Objectives:

- Responding to any questions you about the organization, resources and culture.
- Making a time commitment to help the new hire learn about new systems, forms, tasks, responsibilities, etc.
- Assisting by getting the new hire up to speed and making the experience with us as positive as possible.



# Ongoing Training

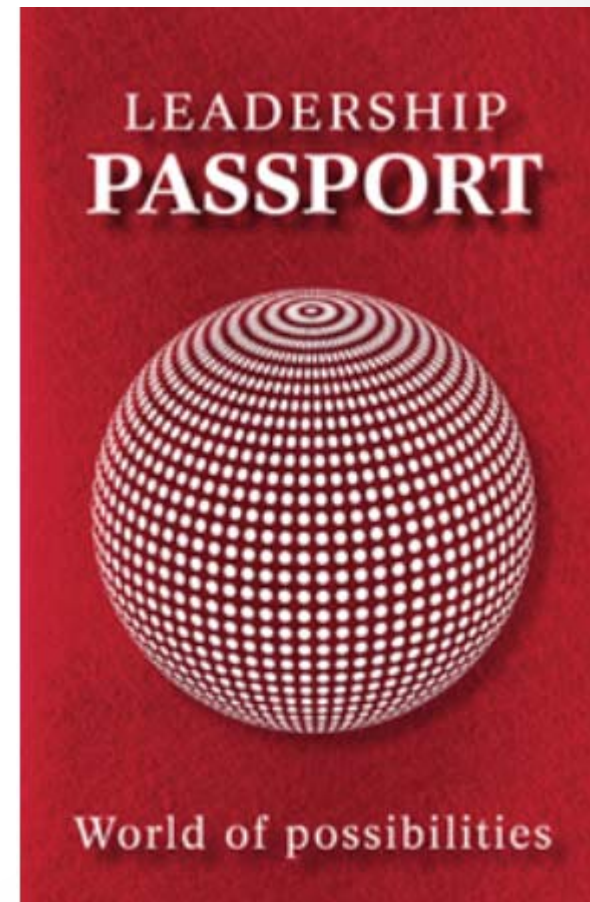
- Passports
- Online Learning Tool
- Schools
- Lunch and Learns

**160** technical training  
courses and  
**70** soft skills  
courses offered

# Leadership Passport

A Leadership development program intended for all levels of management

- 80% of the 15 workshops are half day length
- Very few pre-requisites, so courses do not have to be taken in a specific order



# Leadership Visa

Consider someone who:

- is a senior individual contributor and/or key talent
- currently coaching and/or mentoring others in technical skills
- is on a succession plan or has building leadership capability in their formal, on-going development plan
- consistently demonstrates the ability to successfully take on new and different challenges
- demonstrates the ability to perform at increasingly high levels of responsibility and scope
- is capable and interested in taking on a leadership role within 1 year
- possess a high degree of functional expertise and provide unique value to the organization



# Leadership Visa

## Mandatory Modules:

- Customer Driven Leader
- Essentials of Leadership
- Coaching for Peak Performance
- Influential Leadership



# STRIVE Program

- STRIVE is a multi-course program designed to equip employees with the interpersonal and communication skills needed to thrive in their careers.



# Example of STRIVE Courses

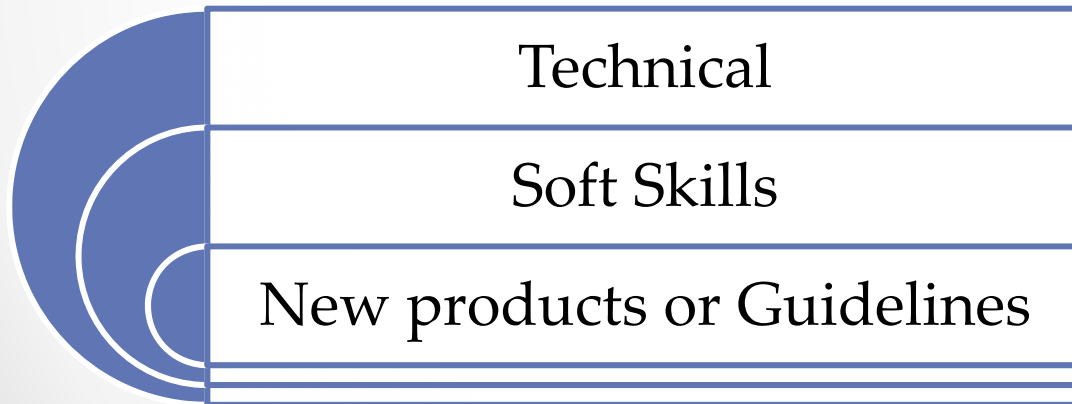
- Written Communication: Think Before you Send
- Time Management
- Working as a High Performing Team
- Valuing Differences Appreciating Similarities





# Online Learning Tool

The site provides access to numerous learning and development modules (in-class, online or webinar) on a variety of career-related topics.





# Questions