Creating a Strong Workforce for the Future of Your Pool

Thursday, May 12th | 10:00 AM
Oregon’s Strong Workforce and Succession Plans
Strategies

• Budget for overlap
• Leadership Academy
• Analyzed all positions
• Focused on knowledge and skills
Lessons Learned

• Unknown to applicants
• Competitive salary
• Years to gain expertise
• Evolving expectations
Next Steps

Cultivate Unity Between Our Mission and Internal Culture

Market Positioning

Maintain Job Descriptions and Skill Sets

Develop and Train
**Challenges**

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<th>Challenge</th>
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<td>In past 2 years, 11 CIS employees retired; in the coming 2 years, we estimate another 9-10 may retire</td>
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<td>New hires with 10 or more years insurance claims experience, tell us it takes 3-5 years to learn public sector pooling claims</td>
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<td>In a recent recruitment, there were 1,000+ “hits” on the ad; 11 applied, only 1 of the 11 qualified for the job</td>
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<td>Insurance pooling is not known to applicants, and they perceive working in insurance as boring</td>
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<td>Personnel laws making it challenging to hire out-of-state remote workers, and challenging to use internships</td>
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Search applicant data bases and list serves to find passive candidates

Go high tech/high touch – use HRIS software that takes the place of paper – candidate’s lose interest if the recruitment takes too long

Make your career website and recruitment materials more engaging

Develop current staff – support staff participation at pooling-related conferences and the new pooling academy; create job-specific career matrices

Add NLC-RISC and AGRiP job board links to your website, and look at the NLC-RISC one-page recruitment “elevator speech” for ideas
Creating a strong workforce for the future of your pool

An Overview

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The great disruptor

The work world looks different, so we took a different look.
Acquiring & retaining top talent
Actionable strategies for the new work world

CHALLENGE

Remaining relevant in a competitive and ever-evolving employment market.

SOLUTIONS

- Leverage core attributes
  - Community-based
- Leverage entrepreneurial culture and mindset
- Offer an intentional and broad learning experience to diminish siloes
- Provide access to leadership
- Offer flexible/hybrid remote working arrangements
- Expand geographical footprint
- Prioritize promoting from within
- Implement tailored sponsorship programs
- Evaluate, understand, and optimize your compensation, benefits, and performance management program
- Operationalize and maximize DEI strategies
- Provide growth opportunities; e.g. job shadowing
CHALLENGE

Managing employee attrition due to record-high retirement levels.

SOLUTIONS

• Broaden recruitment strategies to include:
  • Internships
  • Hiring experienced professionals
• Leveraging networks
• Engaging recruiters
• Considering non-insurance professionals
• Reconsider and assess true needs for academic credentials; ask: is a four-year-degree essential?
Students/graduates typically do not pursue careers in the insurance industry and have little exposure to pooling.

**CHALLENGE**

**SOLUTIONS**

- Cultivate relationships with targeted higher-education institutions
- Target education institutions that offer insurance and risk management curriculum
- Attend college fairs
- Brand and leverage pooling attributes
- Leverage core attributes