Risk Management
Organizational Leadership
in a Time of Challenge and Change
A FEW THINGS TO KNOW

• **Volume**: Be sure to have the volume turned up on your computer to hear the audio for this webinar.

• **Presentation and Recording**: A copy of the slides and a recording of today’s webinar will be posted at [www.riskandinsurance.com](http://www.riskandinsurance.com). We will email links to all attendees.

• **Slides**: A copy of the slides will be posted on the Risk & Insurance® website.
CorVel Corporation (NASDAQ: CRVL) is a national provider of industry-leading workers’ compensation and liability solutions for employers, third party administrators, insurance companies, and government agencies.

CorVel applies technology, intelligence, and a human touch to the risk management process so their clients can intervene early and are connected to the critical intelligence they need to proactively manage risk.

CorVel’s connected solution is delivered by a national team of associates who are committed to helping clients design and manage programs that meet their organization’s performance goals.

For more information about their products and services, visit www.corvel.com.
PRESENTERS

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Risk & Insurance®
LEADERSHIP SKILLS

• We can drive for future success even in the face of tumultuous change

• Empathy is critical in today’s environment, and always

• Ask good, open-ended questions to elicit a broader response from teammates

• Convey optimism
LEADERSHIP UNKNOWNS

• Embrace servant leadership – gain followers by choice
• Approach each challenge as a learning opportunity
• Celebrate small wins along the way
• Employ a “red team” systemic approach on projects of consequence
• Focus on communication and interaction with others, especially during a time of social distancing
THE CHANGING WORK ENVIRONMENT

• Don’t lose sight of opportunities to improve your organization

• Keep an eye on the future and company growth

• Recognize and compliment each individual’s strength, and how that enable the team to pivot when necessary

• Your teams are not just reacting to change, they are change
VIRTUAL WORK CHALLENGES

• Take the extra time to meet others where they are for a conversation

• Empathy requires more intentionality

• Build a sense of shared purpose and trust despite virtual settings

• Help your team to make valuable, team-building connections
LEADERSHIP CHARACTERISTICS

• Strong prioritization and sequencing of thought leadership to achieve results and benefit business

• Distinguish between ‘urgent’ and ‘important’

• Understand your own strengths and flaws

• Have difficult conversations, when necessary, in an objective and compassionate way
LEADERSHIP CHALLENGES

• Structure workflow and motivate in a way that allows for more equitable distribution

• A.I.C.E. Automation, Innovation, Consolidation, Elimination

• Leverage people and technology so that tech takes care of routine tasks, allowing people to take care of more advanced and creative tasks

• Maximize value for your organization utilizing technology

• Communicate vision down through the organization and keep teams in alignment
BIGGEST CHALLENGE OF THE PAST YEAR

• Stay optimistic as a leader – strive to find common ground

• Adjusting staff to be consistent with emerging economic realities

• Accept change or drive toward it differently

• Successful adaptation of teams throughout phases of the pandemic
PAST INFLUENCES AND EXPERIENCES

• Experiencing the life cycle of a business can aid in leadership development

• Moving from a stable organization to a growth-based organization as an impetus for change and professional growth
WORK/LIFE BALANCE

• 24/7 accessibility makes it all the crucial to find times to disconnect from work

• Commit to putting away the cell phone at certain times of the evening

• Consider using a separate personal phone to avoid obstacles to work/life balance

• Work/life integration – work to be present in all facets of life
LOOKING AHEAD

• Expect to continually learn and apply yourself to changing technology in the next 5-10 years

• Balance optimism with foundation-building – and strengthen your foundation

• Stay abreast of industry changes and look for opportunities to give and receive mentorship

• Be ready to work on changes and don’t remain complacent
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