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| **SESSION** | **W7 – Reimagining Business Processes**  May 20, 2021 |
| DESCRIPTION | As we have heard in previous webinars in The Transitions Webinar series, management styles have continuously changed as society and workplaces have evolved. Technology, greater emphasis on positive customer experiences, quantum leaps in data procurement, quicker easier and cheaper data analysis related to outcomes and ubiquitous global real-time communication fueled by 21st century social media have changed our businesses forever. Yet many organizations have been slow to change course and slow to adapt to the evolving marketplace. At the same time we are living through a once-in-a-lifetime generational talent shift. Whether you believe this is an "existential threat" or a "silver tsunami" there is no doubt that this coming generational migration will dramatically change the dynamics between employer and employee, client and partner, vendor and provider, doctor and patient, and even regulator and the Courts. Much has been written on the Claim Advocacy philosophy, but there is still much to understand about the behind the scenes work being done to accommodate this dynamic time in workers compensation and beyond. Todays brilliant panelists will share their past experiences as it relates to successful business practices they have deployed in their careers...but more importantly help us look to the future in approaching a workforce of Gen X'ers, Millennials and Gen Z'ers.    This session will discuss what business processes should be retired or refined and what new practices and policies should be used to promote a thriving workforce and help your business adapt to the changing workforce in a tumultuous post-pandemic society. |
| **LEARNING OBJECTIVES** | 1. Strategies to recruit, retain and develop talent at your company 2. The do's and dont's to run your operations with fresh talent yet not lose the "institutional memory" 3. Creating a multiyear plan for implementing new business processes in your organization |

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| **PANELIST POINTS** | |
| **BARRY BLOOM**  **THE BDB GROUP** |  |
| **DAVE NORTH**  **SEDGWICK** |  |
| **JANINE KRAL**  **JANINIE KRAL CONSULTING** |  |
| **SHELLEY YIM**  **AON** |  |

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| **CREATING A PLAN TO-DO’S** | |
| **Within the next week** |  |
| **Within the next month** |  |
| **Within the next six months** |  |

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| **NOTES** | |
| **Things to Remember** |  |