

FORTUNE 500 INSURANCE AND FINANCIAL SERVICES ORGANIZATION LEADING PROVIDER OF PROPERTY AND CASUALTY INSURANCE, GROUP BENEFITS, AND MUTUAL FUNDS

CHALLENGES

- A higher than desired turnover rate in 2010
- New and experienced managers reported a need for more support and to improve their coaching skills in a 2010 year-end survey

USE CASE

- Implemented a multi-faceted plan to support the development of a coaching culture by the end of 2012
- Deployed InsideOut Coaching™ onsite with sales management team, certifying two members of the sales and distribution staff
- Established key action items:
 - *Coaching Logs: Completed by individual contributor and approved by manager; tracked the initiative with full transparency*
 - *Leadership Coaching Roundtable: Managers met three times a year to discuss feedback and evaluate coaching skills*

Company Profile

Company:

Fortune 500 Insurance and Financial Services Organization

Company Size:

Medium Enterprise

Industry:

Financial Services

About InsideOut Development

InsideOut Development turns managers into leaders by making it easy to have effective coaching conversations that develop and focus people. Their coaching framework empowers coaches to align teams and spark ownership of outcomes.

Learn More:

 InsideOut Development

“ Introducing InsideOut Coaching made an immediate impact. Employees reported receiving feedback that was helpful and **coaching that improved their performance**. We couldn't be more thrilled with the results. ”

RESULTS

7%

Employee engagement score increased among sales managers



Turnover reduced by

15%

16% New written premium productivity increased over 2011



14% decrease in new written premium productivity over 2011



Decreasing to

11%