



COURSE TITLES AND DESCRIPTIONS

Voice of the Customer 2.0: Taking customer insights to the next level

So you've gathered Voice of Customer feedback from your customers through surveys and research—what's next? In this workshop, you learn how SAIF translates customer insights into action to improve the design and delivery of our services.

Presenters: Mike Watters, customer experience director; and Jen Ragan, customer experience director

Qualifies for one (1) hour of producer regular CEC

A consistent safety and health approach: Enhancing the customer experience

In this session you learn about our safety and health division's three-year journey to bring consistency and clarity to serving our policyholders. Because you're a vital business partner in our shared success, we share the milestones, outcomes, and benefits of this important work, along with how we can enhance our partnerships.

Presenters: Paula Jones, regional safety and health manager; Brittany Johnston, safety and health services adviser; and Jim Nusser, safety and health service adviser

Qualifies for one (1) hour of producer regular CEC

Big Bright Future: Making the case for optimistic and loving leadership

There is a question that pulls at the hearts of humans: are things getting better or worse? Is the ship going down or are we about to launch into a new stratosphere of opportunity? Let's discover together what has changed in our lifetime and how we can adapt and continue to live with hope and excitement despite the doom and gloom we see on the news.

Presenter: Lindsay Boccardo, Keynote speaker

Level Up: Create your Big Bright Future with coaching and communication skills

Leadership has changed dramatically – where we used to have top-down authority, we now see leaders creating conversations with those they are leading. Younger generations grew up in a world where opportunities to speak their mind were available to them, and now they expect the same to be true at work. Listening and collaborating in teams are now the benchmarks of a progressive workplace culture. The purpose of this session is to introduce participants to the critical skills they need to build their emotional intelligence and collaborate with their teams.

Presenter: Lindsay Boccardo, Keynote speaker

State of SAIF

SAIF's President and CEO, Chip Terhune, concludes the seminar with a discussion of the state of SAIF.