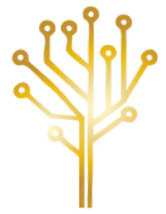


ESM CASE STUDY: INSURANCE



Balancing Work and Life with Wynward Insurance Group

CLIENT PROFILE

Wynward Insurance Group

- National insurance group bringing peace of mind to businesses since 1920
- Focused on innovative products and services that uniquely fit their clients and their staff
- Striving to continuously evolve and meet ever-changing needs

WHAT OUR CLIENT HAD TO SAY

"We had a great experience working with ESM. The support we were able to provide employees during such a stressful time as a result of the pandemic was invaluable.

Dr. Plewa is a top-notch professional who offers session attendees a safe space to share their thoughts and feeling while also learning new information and useful tips. The data gathered in the Performance Pulse was also a huge asset to the leadership team a direct understanding of where we needed to focus our attention."

Amy Dick

Sr. Director Human Resources

THE SITUATION

With COVID-19 creating rapid changes in the workplace, the Leadership Team at Wynward was looking for an innovative solution to help them embrace and adapt to the new normal of working remotely and rolling out a new Enterprise Resource Planning (ERP) system.

OUR APPROACH

1. Performance Pulses for Insightful Feedback

Quarterly surveys (95% engagement) identified key challenges in remote work, work-life balance, and ERP system adaptation, uncovering productivity barriers.

2. Evidence-Based Performance Training

Quarterly workshops tackled technostress, time management, and stress reduction, equipping employees with practical strategies for productivity and well-being.

3. Leadership Support and Data-Driven Adjustments

Data from Performance Pulses enabled leadership to refine strategies and provide focused support, directly enhancing employee engagement and performance.

THE RESULTS

- **95% Engagement:** Employees and leadership actively participated in Performance Pulses, providing valuable insights for leadership.
- **Improved Productivity:** Training on managing work-life balance and adapting to new technology boosted performance across teams.
- **Stronger Team Morale:** Open discussions and collaborative problem-solving improved employee engagement and reduced stress.
- **Proactive Leadership:** Data from the Performance Pulses allowed leadership to focus on high-impact areas, ensuring employees felt supported and valued.