

# 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.

### THE SOLUTION

Because change and workplace technology is known to impact performance, we worked alongside the Senior Leadership team to collect regular feedback from employees and provide visibility into key factors affecting workplace performance and productivity. We delivered content focusing on adjusting to change and maintaining productivity and performance.

### THE ACHIEVEMENTS

#### Performance Pulses

We conducted quarterly Performance Pulses focusing on performance related to working from home, balancing work and life, and rolling out the new ERP system. We saw an average of 95% engagement on the Performance Pulses and found that the biggest factors impacting performance included keeping up with work demands and maintaining health. This feedback gave the Leadership Team insights on where to focus their efforts and make adjustments as needed.

#### Performance Training

We developed and delivered quarterly group training with evidence-based training that focused on addressing technostress, managing time to stay productive while learning new skills, and improving work-life balance to improve performance.

As people adjusted to new routines, we focused on enhancing their already strong foundations to maintain health and productivity. We included space for discussion, allowed people to share stories and updates, and talk about ways that they were overcoming their own hurdles to maintain performance.