EIA Core Values

People
People are the most valuable asset to our organization

Families
Families are welcome at work and given consideration

Trust
Employees are trusted to be productive and encouraged to share ideas freely with each other and the group

Integrity
Employees are honest and ethical. They do their best to do the right thing for each other and our members

Growth
Everyone encourages each other to learn and strive for personal and professional development

Motivation

“The CSAC Excess Insurance Authority has recognized the need for a structured program designed to support the EIA’s leadership development plan. This program will provide key prerequisites for non-supervisory staff as they prepare for a future supervisory role.”

-- EIA Leadership Academy, Foreword
EIA Profile

- $900M in annual contributions
- 9 major programs
- 340 members / 2,000 entities
- 81 employees
  - 22-member management team

Leadership Program Structure

- Initiated 2014 (5 years)
- 18 blocks, led by 10 different leaders
  - Self study reading materials
  - Weekly group meetings (1 hour)
  - Group projects, role playing
- 18 month goal

Roles & Responsibilities

- HR
- Instructor
- Supervisor
- Candidate
  - Personal Mentor (optional)
## Curriculum

<table>
<thead>
<tr>
<th>Block</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 1</td>
<td>Time Management</td>
</tr>
<tr>
<td>Block 2</td>
<td>Effective Communication</td>
</tr>
<tr>
<td>Block 3</td>
<td>Relationship Building</td>
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<tr>
<td>Block 4</td>
<td>Conflict Resolution</td>
</tr>
<tr>
<td>Block 5</td>
<td>Critical Thinking &amp; Problem Solving</td>
</tr>
<tr>
<td>Block 6</td>
<td>Public Speaking</td>
</tr>
<tr>
<td>Block 7</td>
<td>Service Leadership</td>
</tr>
<tr>
<td>Block 8</td>
<td>Transition – Peer to Supervisor</td>
</tr>
<tr>
<td>Block 9</td>
<td>Delegation &amp; Decision Making</td>
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<tbody>
<tr>
<td>Block 10</td>
<td>Team Building</td>
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<tr>
<td>Block 11</td>
<td>Change Management – Getting to Yes</td>
</tr>
<tr>
<td>Block 12</td>
<td>Project Management</td>
</tr>
<tr>
<td>Block 13</td>
<td>Making Meetings Matter</td>
</tr>
<tr>
<td>Block 14</td>
<td>Difficult Conversations</td>
</tr>
<tr>
<td>Block 15</td>
<td>Hiring / Firing</td>
</tr>
<tr>
<td>Block 16</td>
<td>Coaching / Counseling – Constructive Counseling</td>
</tr>
<tr>
<td>Block 17</td>
<td>Performance Management</td>
</tr>
<tr>
<td>Block 18</td>
<td>Leaves &amp; Absences</td>
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## Personal Reflections

- Incorporates multiple points of view
- Program development was an investment
  > On-going is not a burden
- Application process revealed who wants to “grow”
- Project work was the highlight
  > Problem solving
  > Member interaction
  > Messaging
- 5 graduates / 6 more in process
- 3 promotions to supervisor
Heather Fregeau
Liability Claims Manager

- 17-year progression
  - Liability Claims Assistant
  - Liability Claims Specialist
  - Sr. Liability Claims Specialist
  - Liability Claims Manager
  - Director of Liability Claims (eff. 7/1/19)

3/5/2019