

# 6 COMPONENTS IMPACTING COMPANY CULTURE

## AND WHAT CLAIMS LEADERS SHOULD KNOW

**Claims administration** is one segment of the insurance workforce seeing an impact on its culture due to challenges attracting new talent and implementing new technologies. According to the recent RGA Group Research and SALT Associates survey, claims professionals would benefit from more on-site engagement and a more balanced work/life model.

### WHAT IS COMPANY CULTURE?

Attributes that make your business unique, attract talent, drive engagement, and impact retention for employees and clients.

### AND, WHY IS IT IMPORTANT?

**77%** consider a company's culture before applying

**64%** say culture is more important than salary

SOURCE: GLASSDOOR'S MISSION & CULTURE SURVEY 2019

## WHETHER ATTRACTING NEW EMPLOYEES OR RETAINING CURRENT WORKERS, THESE SIX ELEMENTS HIGHLY INFLUENCE WORKPLACE CULTURE

01

### WORK ENVIRONMENT

The physical workspace should foster collaboration with the ability to stay productive. Consider a modern design and ergonomic furniture.



02

### COMMUNICATION

Reoccurring and transparent communication support having a clear understanding of the big picture. Evaluating delivery effectiveness is just as important.



03

### DIVERSITY

A diverse group of work experiences, perspectives, and thoughts can make for a more effective and collaborative team.



DOWNLOAD: THE IMPACT OF WORKPLACE CULTURE ON CLAIMS MANAGEMENT SUMMARY



04

### RECOGNITION

We all appreciate a pat on the back or a high five for our hard work. Studies show these recognitions are sought after in different forms and frequencies.



05

### EMPLOYEE DEVELOPMENT

Establishing a clear career path is a motivational driver for employees seeking advancement. Ongoing training and development promote growth.



06

### A SENSE OF PURPOSE

A clearly defined and displayed company mission improves team members' productivity and encourages an ongoing sense of commitment.



With 400,000 insurance professionals expected to leave the industry by 2020, RGA Group Research and SALT Associates developed a first-of-its-kind survey to gauge the effectiveness of workplace culture across North American disability and life insurance claims operations.

DOWNLOAD THE SUMMARY REPORT



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associates

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