



RISK IMPROVEMENT STRATEGIES & EXECUTION

——— *Leading Through Change* ———

PANEL INTRODUCTION



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Webinar Series

Our World Today and Tomorrow:

01 4/30 - NAVIGATING THE NEXT “NEW NORMAL”

02 5/7 - THE GOOD, THE BAD AND THE UGLY -
COVID-19 & INSURANCE

03 5/14 - LEADING THROUGH CHANGE

04 5/21 - CYBERSECURITY: HOW TO PROTECT YOU
AND YOUR BUSINESS

05 5/28 - BETTER OFF TOGETHER: SUPPORTING
EMPLOYEES OVERALL HEALTH

HIGHPOINT PODCAST

IT'S COMING... IT'S HERE

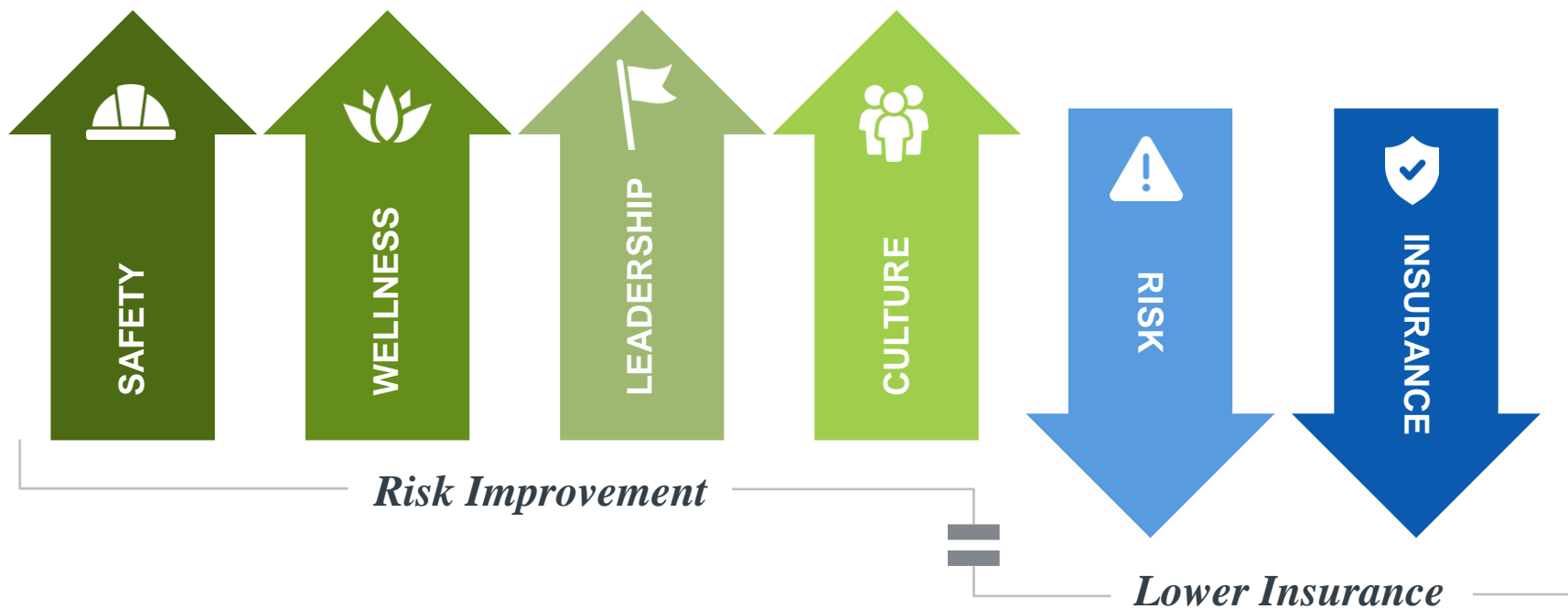
*Trailer – The Meaning of Breathe Out – is
Live on all Podcast Channels NOW!*

*Official launch June 1, 2020, with new
episodes for you every Monday morning!*



*Information is one of our greatest assets!
All things leadership, culture, wellness, and safety to help elevate the success of your business.*

LEVEL UP:



HIGHPOINT'S CORE VALUES

01 SERVANT LEADERSHIP

02 PURSUE DISCOMFORT

03 CHOOSE JOY

04 LISTEN TO UNDERSTAND

05 OWN YOUR MESS

INSPIRE. INNOVATE. ELEVATE.

HIGHPOINT MUST HAVE RESOURCES

Think HR

HR Tool Kit

Return to normal operations checklist

MUST DO - RISK ASSESSMENTS

Business Continuity

Cyber Exposures

Employment Practices

MUST HAVE INSURANCE

Employment Practices Liability

Directors & Officers Liability

Cyber Liability

LEADERSHIP RESOURCES

Learn – Think HR Pandemic Response

Learn – Think HR Professional Development

Breathe Out Podcast

IMPROVING RISK ASSOCIATED WITH COVID-19 STARTS WITH LEADERSHIP:

Servant Leadership –demonstrating the characteristics of empathy, humility, listening, integrity, stewardship, and commitment to personal growth towards others.

- Puts the needs of the employees first.
- Shares power with others.
- Helps people develop and perform as high as possible.
- Focused on other people's needs – not their feelings.
- The Leader exists to serve the people.

Insurance and Risk Management is what we do...not who we are.

We are servants to our clients, co-workers and community.

— Highpoint Insurance Group

LEADERSHIP

5 Key Words:

01 HUMILITY

02 TRANSPARENCY

03 ALIGNMENT

04 COMMUNICATION

05 COLLABORATION

HUMILITY, TRANSPARENCY, ALIGNMENT, COMMUNICATION, COLLABORATION

You cannot “manage” your way out of this. Leadership matters now more than ever before.

As leaders we need to be providing a message of hope. Not rainbows and roses but a message of “we will get through this together.”

This uncertainty that we are in pushes us out of our comfort zone...way out of it. The beauty is ... out of the comfort zone ... is where growth can happen.

You have already learned some very valuable things in this crisis ... keep learning, keep growing ... stay out of the comfort zone.

“PURSUE DISCOMFORT”

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HUMILITY

**HUMILITY IS NOT THINKING LESS OF YOURSELF,
JUST THINKING OF YOURSELF LESS.**

Remove yourself from the center of the picture

Put your people first

Lead with Love

POLL QUESTION

Which state is your company currently experiencing?

TRANSPARENCY

BAD NEWS IS BETTER THAN NO NEWS.

Reality is most people feel less stressed with bad news than with uncertainty. Communicating well to your teams will make the difference. The companies that shine well in effective communication throughout all of this will be the ones that make it through this.

POLL QUESTION

Are you currently using assessments (people data) to improve how you hire, manage and/or engage your employees?

ALIGNMENT

YOUR STRENGTHS ARE YOUR BLIND SPOTS.

Our strongest behaviors can be good or bad. Too much of anything is never good. Don't let your stress/anxiety bring out the worst in you.

You have to have those around you that will call you out when you need it.

POLL QUESTION

How has the overall communication from your management team changed since the crisis hit? (not just updates on COVID-19, overall communication)

COMMUNICATION

YOU CANNOT OVERCOMMUNICATE RIGHT NOW.

Make yourself visible.

The more nervous they are, the more they want to hear your voice.

Get your leadership on the same page.

COLLABORATION

DO NOT GO AT THIS ALONE.

Create a crisis team.

Actively listen to your people.

Use your resources.

HUMILITY, TRANSPARENCY, ALIGNMENT, COMMUNICATION, COLLABORATION

You can't give what you don't have.

We believe in every problem lies an opportunity. Now more than ever, we are being tested against our core value “pursue discomfort” (every minute of every day). We believe that comfort is the casualty of growth and this pandemic can give us all a chance to grow.

Change happens whether you like it or not, but growth is intentional.

Let's Grow together. Breathe In, Breathe Out!

“You can't lead, if you don't grow.” and “Growth is the only guarantee that tomorrow is going to get better.”

— John Maxwell

QUESTIONS AND ANSWERS

We believe our clients are better off with us than without us.

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