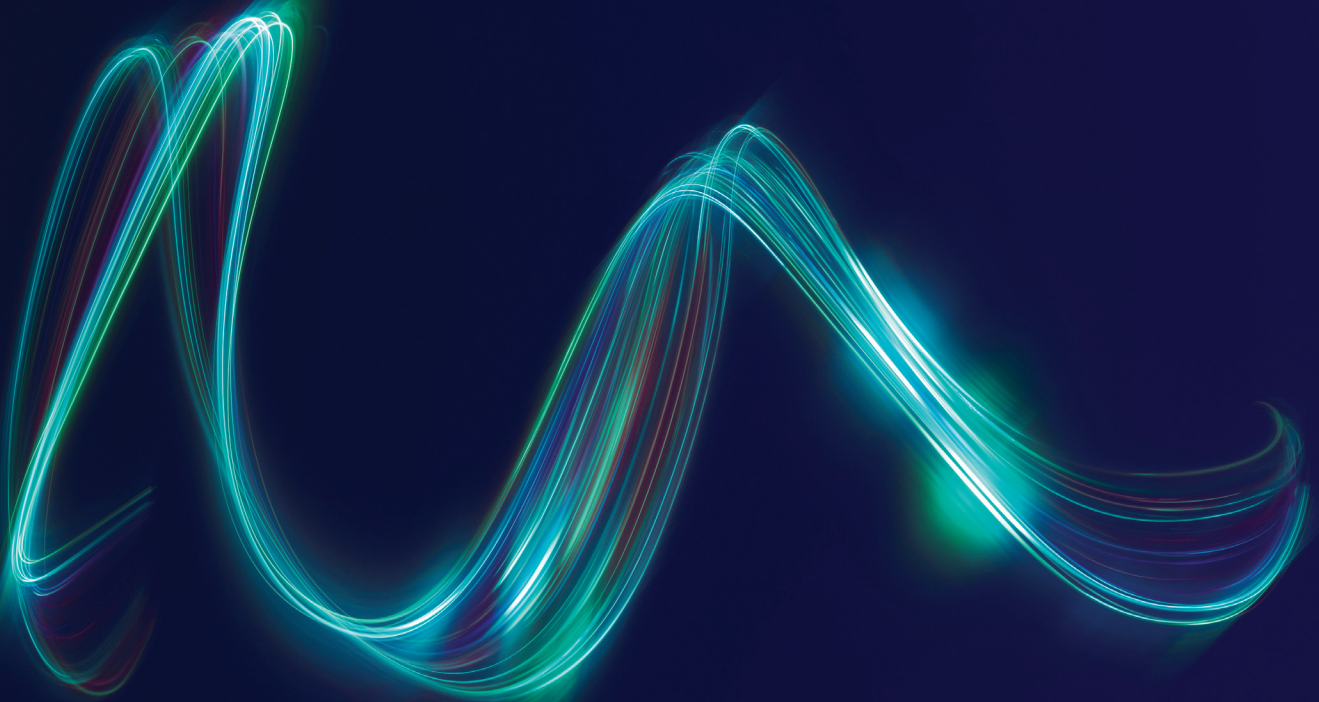


TALENT PERFORMANCE

EMPOWERING YOUR PEOPLE FOR
HIGH PERFORMANCE



PUT EXCELLENCE INTO PRACTICE

Your people are your company's most valuable asset. They are servicing, selling, managing, leading, responding, innovating, communicating, strategizing, interacting with your customers, and representing your business. They need to be at the top of their game, so that your organization can be, too.

Companies that invest in their people are far more successful than those that don't. The challenge is gaining access to relevant training for insurance professionals around managing operations, leadership, and improving productivity. ReSource Pro Talent Performance addresses this challenge and closes the gap.

ELEVATING PERFORMANCE AT EVERY LEVEL

ReSource Pro's Talent Performance offerings are wholly focused on the needs of insurance professionals. By addressing every aspect of the operations lifecycle, you'll be able to elevate your organization's performance across the board.

Our programs are geared toward the operational challenges experienced in insurance organizations. We combine the latest technology and best practices together with in-depth industry knowledge to increase the skills and performance of your employees and leaders. With your team geared toward the practical application of skills and knowledge, you'll experience accelerated learning and results.

Our proprietary Knowledge – Skills – Performance model is designed to link capabilities with your business goals. This not only helps you better achieve your objectives, but also enables you to continually improve your organization's performance.

“OUR STRATEGIC PARTNERSHIP WITH RESOURCE PRO HAS HAD AN ENTERPRISE-WIDE IMPACT ON OUR FIRM.”

*Rick Dudney, Managing Partner,
TCOR Management*

THE BENEFITS YOU CAN EXPECT

- **ELEVATED PERFORMANCE**
At every level of your organization—from service staff to management and leadership—allowing you to maximize returns across your organization and prepare it for the future.
- **REDUCED COSTLY CHURN**
As you invest in your employees, they can grow within your organization, increasing retention rates.
- **INCREASED AGILITY**
With sharpened skills and knowledge, your staff will be better able to handle and even initiate positive change—a necessary attribute in today's evolving insurance industry.
- **IMPROVED CUSTOMER SERVICE**
Learning valuable customer-facing skills allows your employees to anticipate needs and build intimacy.



TALENT PERFORMANCE MODULES

Our modules will unlock your employees' full potential and support them through key transitions along their insurance career and in your organization:

EMPLOYEE PERFORMANCE - Improve your staff's knowledge and professionalism through a variety of skill-building programs, such as: Insurance Fundamentals, Effective Business Conversations, Presentation Skills, and more.

HIGH-PERFORMING TEAMS - From selecting and onboarding people, to improving communication and collaboration and increasing engagement, energy, and performance, we deliver programs tailored to your needs.

LEADERSHIP EFFECTIVENESS - Being a great leader means recognizing your natural strengths and complementing that talent with learned skills. We help your leaders build capabilities through workshops, tools, and work processes in areas such as: Problem Solving, Performance Management, Delegation, Coaching, Talent Planning, and more.

MEASURED RESULTS

The improvements below illustrate the results we've delivered during specific client engagements.

83%



reduction

in employee turnover



100%

of attendees confirmed they have a better understanding of their job

4%



increase in revenue

per employee

DESIGNED FOR IMPACT

Whether you're driving growth, profitability, or scale, your business challenges aren't just tech problems. And they're not just talent problems, process problems, or data problems. They're all of the above—complex challenges that need complex solutions. In short, they're an integration problem. Our Integrated Solutions bring all the elements together—people, process, technology, and data—to solve your most complex business objectives.

ABOUT RESOURCE PRO

ReSource Pro brings to the insurance industry tools, technology and strategic services that enable profitable growth through operations excellence. Headquartered in New York, ReSource Pro's global service centers address client operational needs around the clock. Recognized as an industry thought leader and listed as one of Inc. 500/5000 Fastest Growing Private Companies annually since 2009, the company is renowned for its focus on innovation, service excellence and trusted partnerships, and its unique productivity platform for insurance operations. Over 4,000 ReSource Pro employees provide dedicated support to hundreds of insurance organizations, consistently achieving a 97% client retention rate for over a decade.

resourcepro.com