IICF Inclusion in Insurance Global Conference

ESTABLISHED IN 2013
AS THE WOMEN IN INSURANCE

2023 IICF Inclusion in Insurance Global Conference Recap

Advancing Ideas into Action













Insurance Industry Charitable Foundation

Helping communities and enriching lives, together.

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Leadership and Innovation



IICF's Inclusion in Insurance Global Conference featured senior industry executives and other leaders and innovators sharing valuable expertise and insight on leadership – both professionally and personally – for the future.

Two C-suite leaders, Brenda Austenfeld, CEO and President of National Property, RT Specialty and Ann Haugh, CEO of AXIS Re, joined Hank Watkins, Regional Director & President, Americas, Lloyd's and Ed Majkowski, Americas Insurance Sector & Consulting Leader at EY, to talk about market challenges and the importance of further industry specialization as risks rise globally. The CEO panel discussed how innovative practices and technologies will be needed to meet the rapid pace of change seen around the world. Each leader talked about the urgent challenge of expanding the industry's talent pool and developing the industry leaders of tomorrow, while also considering new and adaptive technologies. At the same time, they stressed the value of maintaining the human element of what will continue to be a relationship-driven business. To address the talent gap, these top insurance leaders stressed the importance of introducing the industry through internship and apprentice programs, beginning in high school and even earlier, and recruiting through university risk management programs.

Jean Chatzky, Founder and CEO of HerMoney.com, offered what is fast becoming an imperative as women, who are responsible for most domestic household spending, endeavor to take personal leadership relative to their own finances and build wealth while also continuing to strive for pay equity. As Chatzky noted, "By the end of 2023, women will control 75% of worldwide discretionary spending." Given that responsibility, Chatzky shared with the audience key factors in creating stronger financial literacy, improving one's relationship with money and taking responsibility to lead on financial issues of personal savings, caring for children and parents, as well as building generational wealth.

Innovation was at the center of a panel discussion on Trends in Sustainability, which featured Jennifer Waldner Grant, Chief Sustainability Officer with AIG and Monika Henn, Senior Sustainability Manager with AXA XL, moderated by Amy Brachio, Global Vice Chair of Sustainability for EY. The panel cited an estimate of approximately $9 to $10 trillion that will be spent in the coming years on a global push to transition energy to more sustainable means, and noted that the industry must be ready to insure this emerging market. While the regulatory requirements, especially for multi-national operators will continue to present challenges, the panel urged attendees to focus on engaging employees. Educating, training and facilitating discussions will be key to meeting the opportunities and challenges of ESG as an economic driver.

"DEI is a mindset, not a program."

Carmen Duarte, Intact Insurance Specialty Solutions

A Culture of Inclusion and Belonging

As Emily Donahoe, Founder and Principal of WOMENSPEAK Training told attendees, "inclusion drives performance." Speakers at this year's IICF Global Conference provided actionable insights designed to provide businesses with the tools they need to start cultivating this culture of inclusion and belonging, including incorporating a range of perspectives, understanding bias and encouraging better listening in the workplace.





Leslie Marshall, Vice President of P&C Sales Experience Management & Delivery at USAA, explained that to build a real sense of belonging in the workplace, industry businesses need to have different perspectives and experiences represented at the table. Promoting voices from a wide range of backgrounds empowers businesses to develop inclusive products, services and experiences.

Building a safe workplace was also a major point of emphasis. Claudia Brind-Woody, Managing Director of IBM, discussed how industry leaders cannot afford to hesitate when it comes to stamping out discrimination. Data shows staff members who have encountered discrimination in the workplace are far more likely to change careers. Those who feel safe will be more patient when considering changing employers.

Understanding bias is another critical step toward building a sense of belonging according to Eric Bailey, Author of The Cure for Stupidity and President of Bailey Strategic Innovation Group. In his session, Bailey explained why the common perception of bias is not necessarily all bad. When individuals properly take the time to acknowledge and study their biases, bias can be a valuable tool for better understanding others and improving one's own decision making.

Recently, accessibility has risen to the forefront of industry discussions. John Robinson, CEO of Our Ability, shared how workplaces can progress from ableism to inclusion. From the top down, Robinson encourages leaders to foster a workplace culture built around taking the time to listen, ask, answer and embrace those around us.







"Be visible as an ally. You never know the life you save, or the example you show,"

Claudia Brind-Woody, IBM

Talent and the Future of Work

At this year's IICF Inclusion in Insurance Global Conference, industry leaders and talent experts gathered to learn more about solutions and actionable steps for recruiting and retaining insurance professionals.

Closing the talent gap starts with a more inclusive recruitment process. USAA's Leslie Marshall observed that young talent seek employers who understand their backgrounds and beliefs. Digital inclusivity and finding tools to build accessibility and connectedness through technology need to be a priority going forward.

Chris DeSantis, Author and Podcast Host of Cubicle Confidential, noted collaboration is key to success in the future for workplace. Today's talent views the workplace differently than prior generations. DeSantis explained the workplace of old was built around competitiveness among coworkers. Millennials and Gen Z are collaborative by design. Management must appreciate different work styles and reexamine how they reward and incentivize employees and facilitate more dialogue-oriented experiences.





In a panel discussion featuring Carmen Duarte, Vice President of Diversity, Inclusion and Social Impact at Intact Insurance, Susan Johnson, Chief Diversity, Equity & Inclusion Officer at The Hartford, and Barbara Bufkin, Senior Advisor at Amwins Group, insights offered focused on how building a sense of belonging is another key to building a better workplace for the future.

Leaders of the IICF's Inclusion, Diversity, Equity and Accessibility (IDEA) Council, these speakers shared that professionals from underrepresented communities have been frustrated with the unavailability of relatable mentors or leaders who they could work with to help develop and advance their careers. In response, the IICF IDEA Council launched the Mentoring Alliance, which partnered mid-level professionals with more senior peers at other companies in a noncompetitive mindset. One year later, the IICF IDEA Council surveyed the mentees and mentors and participants reported tremendous personal and professional growth.

"You're going to run into people who may or may not have a disability. You just don't know. But if you listen, ask, answer and embrace, you can handle anything that comes your way. That is inclusion for people with disabilities. That is where inclusion meets reality."

John Robinson, Our Abilities

"Bravely embrace a disruptive conversation."

Barbara Bufkin, Amwins

Mental Health & Wellness

For many organizations, another business imperative shaping the future of work is the mental health and wellness of employees.

In her remarks, IBM's Claudia Brind-Woody stated that 29% of LGBTQ+ people feel uncomfortable sharing their mental health concerns in the workplace, whereas 14% of straight counterparts feel uncomfortable. Leaders must understand the role compassion plays in advocating for their teams and be prepared to meet them where they are mentally.

Retired Navy SEAL turned consultant and mindfulness and meditation teacher Jon Macaskill focused on the foundation of Navy SEAL training as a guide to insurers building better teams.

He explained that leaders and teams will only find success if they build their strategies on a foundation of preparedness that considers whatever the future may hold. He instructed the audience to encourage resilience to assist individuals in navigating a difficult task or period in one's life. And he spoke of the value of grit and offered insights as to how professionals can leverage their inner strengths to cultivate grit that will provide them with the strength and tenacity they need to push themselves beyond their limits.

Like Brind-Woody, Macaskill reminded the audience that compassion is essential in empowering teams and fostering a more inclusive perspective on mental health and wellness within the industry. This concept applies to all, regardless of their background or level of employment with a company.





Takeaways from the 2023 Inclusion in Insurance Global Conference

- Building a culture of inclusion means having a range of perspectives and experiences represented at the table, which can ultimately lead to developing inclusive products, services and a greater sense of belonging.
- To attract talent, it is important to introduce the industry through education and intern and apprentice programs, beginning in high school and even earlier. To retain talent, it is important to encourage more open knowledge sharing across generations.
- The insurance industry must maintain a focus on the human element and relationship building as technology continues to advance.
- Prioritizing mental health and wellness can reinforce a positive employee culture, and allowing employees the time and space to practice self-care helps them to increase resilience and prepare for challenges ahead.
- Mentorship and a culture of inclusion are key to advancing our industry's talent pipeline and driving improved performance and an environment that breeds innovation.
- Educating, training and facilitating discussions will be key to meeting the opportunities and challenges of sustainability as an economic driver.
- Emphasizing a culture of allyship can inspire a greater sense of belonging in the workplace and foster broader collaboration and opportunities for innovation.
- Fully inclusive cultures welcome those with invisible, physical and neuro-disabilities and cultivate a workplace that is built around listening, asking and learning from one another.

Congratulations to our 2023 IICF Inclusion Champion: Kathy Quintana of HUB International



"Starting out in the insurance industry 40+ years ago as a young female allowed me to understand the importance of being accepted. Turning my dreams into reality took a lot of resilience, patience, and advocacy from others so my contributions and skills could be accepted and valued, even though they may not have fit the perceived mold at the time. The advocacy I was shown along the way made me realize I had a passion to do the same for others. The work HUB and the IICF does around Inclusion continues to solidify my belief that we all have a role to play in changing the status quo."

What Our Participants Have to Say:

Follow IICF on social media and be a part of our community!



Sophia Yen • 1st
Senior Partner/Principal, Insurance Strategy and Innovation Leader at EY
3w •

It's been 11 years since the first IICF conference and the energy and insights from our industry never cease to amaze me! Special thank you to **Ed Majkowski**, **Brenda (Ballard) Austenfeld**, **Hank Watkins**, & **Ann Haugh** for sharing their experiences & market outlooks and to **Amy Brachio** for leading a thoughtful discussion on sustainability. So great to see so many old friends and to make new ones - thank you everyone for joining us! **#IICFinclusion #ey**








Jon Macaskill (He/Him) • 1st
Retired Navy SEAL | LinkedIn Top Voice | Owner Frogman Mindfulness | Key...
2w •

Such an honor to speak at the Insurance Industry Charitable Foundation Inclusion in Insurance Event last week ... thank you all for the opportunity and for those in the audience, thank you for this incredible feedback!!





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#TEAMPHLY joined hundreds of #insurance professionals, executives, and experts on leadership, diversity, equity, and inclusion for the Insurance Industry Charitable Foundation Inclusion in Insurance Global Conference in New York City.

The international conference held sessions dedicated to advancing ideas into action and featured emerging topics in leadership, personal and professional growth, the business of insurance, and the future of work. #IICFInclusion #DEI #insurancecareers





What Our Participants Have to Say:

"This event was fantastic with so many great people attending. I truly hope to be a part of this in the future."

"I have worked with IICF in the past and when I found out about this conference I knew it would be worthwhile to attend."

"I will share what I got out of the conference with my team and take the suggestions from different speakers to heart and … bring them to upper management."

"This year, someone stated that DEI is a mindset not a project, which I absolutely loved and try to live and work by every day."

"I've attended this conference in the past and I've walked away motivated and inspired."

"I am presenting to our local management team on key topics and takeaways."

"I was introduced to IICF by a colleague of mine and was thankfully invited to attend this event. I look forward to attending again next year."

Our Impact



***100%** of survey respondents Highly Recommend/ Recommend attending an IICF Inclusion in Insurance leadership event*



*Attendees joined us from **21** U.S. states and several countries*



*More than **10,000** women and men have attended IICF Inclusion in Insurance (previously Women in Insurance) leadership events since 2013*



*Through the support of the insurance industry over nearly thirty years, including our Inclusion in Insurance leadership events, IICF has awarded more than **$45 million** in community grants across the US and UK – thank you for your support!*

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Making a Bigger Impact

Proceeds from the 2023 IICF Inclusion in Insurance Global Conference benefit charitable causes and help deliver vital resources across the US and UK through the IICF Community Grants Program. Grants are awarded to nonprofit partners championing children at risk, veterans, vulnerable families and those struggling with food insecurity and homelessness, and many other important causes.

Sponsorship and attendance of IICF Inclusion in Insurance events make this positive community impact possible. Thank you for your support and we hope to see you in 2024!

More opportunities to join us in 2024 at the IICF Inclusion in Insurance Regional Forums:

June 2024 in Chicago, Dallas, London, Los Angeles and New York

Thank you for your support!

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