



2021 CLM Workers Compensation and Retail, Restaurant & Hospitality Conference
May 12-14, 2021
Chicago, IL

Inclusion Revolution - Beyond 2020

Summary/Description:

This Roundtable format webinar will inform and educate attendees on the evolution happening around our industry (and beyond) in the DE&I space. Insurance touches everything. Attendees will hear various perspectives on why our workforce must reflect the global customers we serve and issues relevant to profitable business decisions. We will address the impact of implicit (unconscious) bias and the gradual progress in the dismantling of structural impediments to change and inclusivity. An individual brings their unique cultural and experiential orientations to the workplace, making the work environment richer with diverse and globally relatable skill sets and mindsets, which is the recipe for profitable, progressive business.

I. The Industry

Understanding Where We Were

The insurance industry has been impacted by challenges with diversity equity and inclusion like many other industries. There is a noted history of discrimination in life insurance, redlining practices and underwriting guidelines, to name a few. The industrywide struggle to understand these issues and ensure equity in its business practices is impacted by internal equity and inclusion practices among company employed, independent and public adjusters. This course will help adjusters to understand how their handling of diversity and inclusion will foster equity in extending coverage and handling claims.

Adjuster competency will be enhanced by providing the participating professionals with information from various perspectives regarding the evolution of thought that is occurring in our industry. Adjusters will learn how to apply basic principles of diversity and inclusion to ensure that we adapt and contribute to more equitable application of the tools of the insurance industry. Attendees will also assess opportunities within their organizations to broaden diverse perspectives and improve their competency as adjusters of claims originating in diverse environments.

II. Related Industries' Interest in Our Industry

Attendees will understand how to apply solutions to current concerns to address the coming needs in intersectionality of insurance with all industries. Attendees will assess opportunities within their organizations to broaden diverse perspectives and improve their competencies as they relate to working with the insurance claims community.

Looking Back and Moving Forward

There are state and federal statutes and rules which dictate non-discriminatory practices and identify subsets of legally protected classes of diverse individuals. Attendees will learn why the inclusion and promotion of diverse professionals to the executive level is essential to ensuring that industry leadership fosters and promotes an ethos that does not run afoul of applicable regulations.

There has been a great deal of scholarship about discrimination in the adjustment of claims. This course will provide attendees opportunities to identify how implicit bias contributes to the charge and practice of discrimination and the solutions for moving the needle forward.

Keys to Success in Inclusivity

This course will provide some historical information regarding the history of diversity, equity and inclusion in the insurance and adjusting space. Attendees will be able to identify past issues and compare them to the present state of play to assess where and how to set appropriate benchmarks for continued progress. Attendees will get a baseline for understanding how unconscious bias the tendency must impact adjusting practices and expose the insurer to liability for what may be understood as unfair business practices.

Diversity, equity, and Inclusion initiatives are at the forefront of most corporate business imperatives. Insurance touches everything. The course will demonstrate why progress in inclusivity in all diverse categories will enhance insurance coverage offerings for the future.

III. The Landscape for the Evolving New Normal

As attendees learn to recognize how their experiences including with their families of origin, as a part of a particular culture, in their workplace etc. effect their views of valuation, they will be able to update their understanding of these issues. As discussions broaden in the workplace, there will be an increasingly open environment for resources toward inclusivity, which will help with employee retention.

IV. Strategies and Solutions for Inclusivity

This course will enlighten and educate attendees on the long-term effects of unconscious bias and its impact on individual perceptions of valuation in the adjustment

of claims. Solutions will be offered to attendees for communication around these issues to facilitate open dialogue and employee support.

Adjuster competence is improved when course attendees can understand and appreciate the need to include diverse perspectives in their ranks so that adjusters may gain a more complete valuation perspective.