

AGILE TEAMS TAKE OVER THE WORLD OF WORK

VARIETY OF EXPECTATIONS FROM A DIVERSE WORKFORCE

Personal Growth @ Swiss Re

SORS conference 6th-8th June 2018

Christian Kreutzer & Mira Kiridzic-Bügler

HYPER-PERSONALISATION

LIFETIME LEARNING & GROWTH

POWERFUL PEOPLE ANALYTICS



- PEOPLE DATA EVERYWHERE - BRING THE OUTSIDE IN
- PREDICT & SHAPE THE FUTURE



LEARNING AGILITY OUTWEIGHS TECHNICAL EXPERTISE

FOCUS ON STRENGTH & PASSION



BUILD TALENT

Topics to discuss...

- 1) Which trends shape the future of work?**
- 2) How attractive is the insurance industry?**
- 3) How is Swiss Re responding?**
- 4) How can we learn from each other?**

Five trends are shaping the future of work...



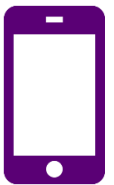
New behaviors: shaped by social media and the internet



Digitization: cloud, analytics, mobile and social



Multi-generational workforce: new attitudes and ways of working







Mobility: work anytime, anywhere, on any device



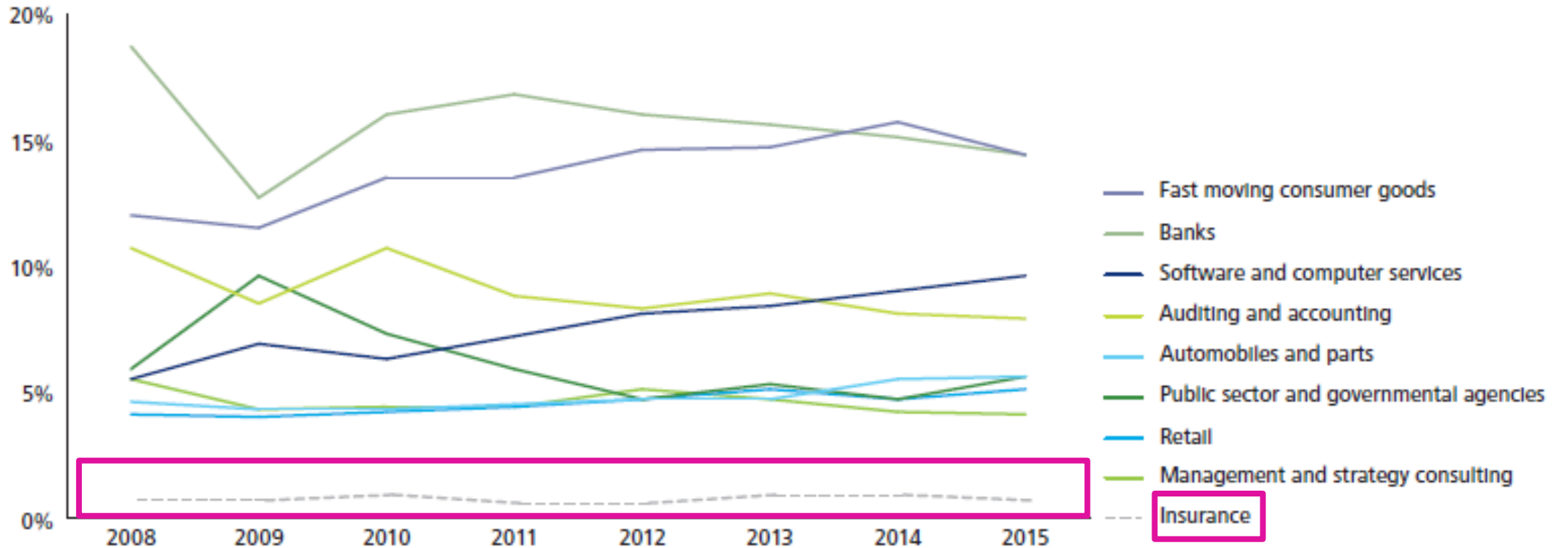
Globalization: one truly global connected workforce

...and the expectations of a multi-generational workforce

Work customization 	Intrapreneurship 	Leadership through followership 	Diversity & Inclusion not a "programme" 
Focus on "want" instead of "need" 	Feedback real-time 	Shift from knowledge to learning 	Innovation anywhere 

The insurance industry remains an unpopular career choice among graduates

Top 8 career destinations for business students.....plus insurance - 2015



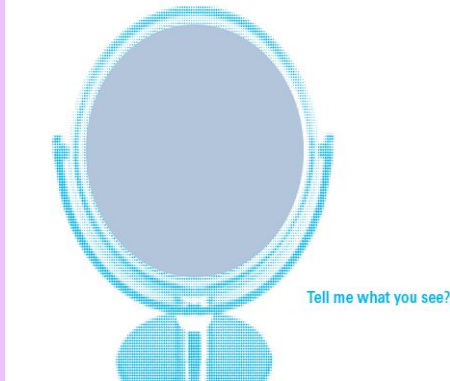
Source: Universum Talent survey 2015; Deloitte analysis

We have delivered a number of projects to support our People Strategy

Leadership & Personal Imperatives

To shape a modern and sustainable culture

Leadership Imperatives



Development Compass for Managers

Strengthen Managerial skills

Key topics covered in combination of quick and flexible online resources, classroom trainings, and DIALs (digital interactive learning)



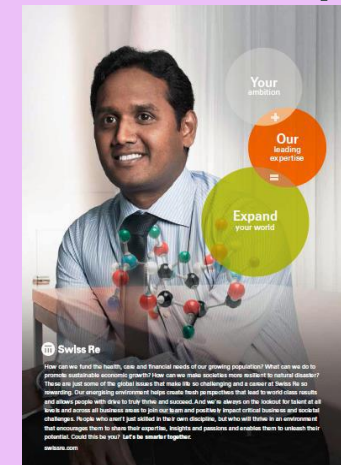
Own the Way You Work™

To allow more flexibility for employees in how they work

OWN
THE WAY
YOU
WORK™
LIVING TEAM SPIRIT

Employer Brand

To increase attractiveness externally and to build pride internally

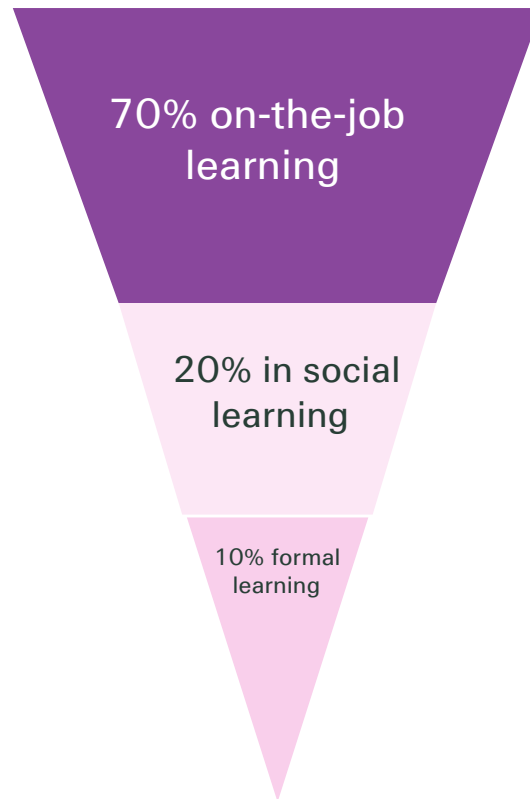


Let's Be Smarter Together

Learning & Development through a blended approach

The “70/20/10” approach:

- Development mainly happens on-the-job
- Aim for blended learning to drive competency excellence.



On-the-job activities:

- Rotations
- Global or cross-functional projects
- Teaching/Training others
- Deputising

Social learning activities:

- Mentoring
- Feedback from colleagues and managers
- Coaching
- Professional networks
- Knowledge Sharing meetings

Structured learning activities:

- Classroom Trainings
- Seminars & Conferences
- eLearning
- Professional websites

These initiatives are starting to change how we are seen.....



Bain & Company

Deloitte.



Due to our **Own the Way You Work™** programme we have been recognized by Glassdoor as one of the top 20 companies globally offering benefits and perks that go beyond the basics

To build on this we initiated a Future of Work Programme in 2016

**FUTURE OF WORK @
SWISS RE**



Integrate people, technology and place into an innovative, digital and social learning experience

Step up our leadership and managerial skills

Enhance the recruiting experience

..... and we are exploring other opportunities

Our vision for the Future of Learning @ Swiss Re includes a greater focus on an excellent learning experience which is digital, social, accessible and commercial

Future of Learning

Our approach to learning should enable employees to **perform at their best** in **fulfilling the strategy** of the company

We do this by making available **learning experiences** that are **cutting edge, easy to use, commercial** and **forward looking**. This means:

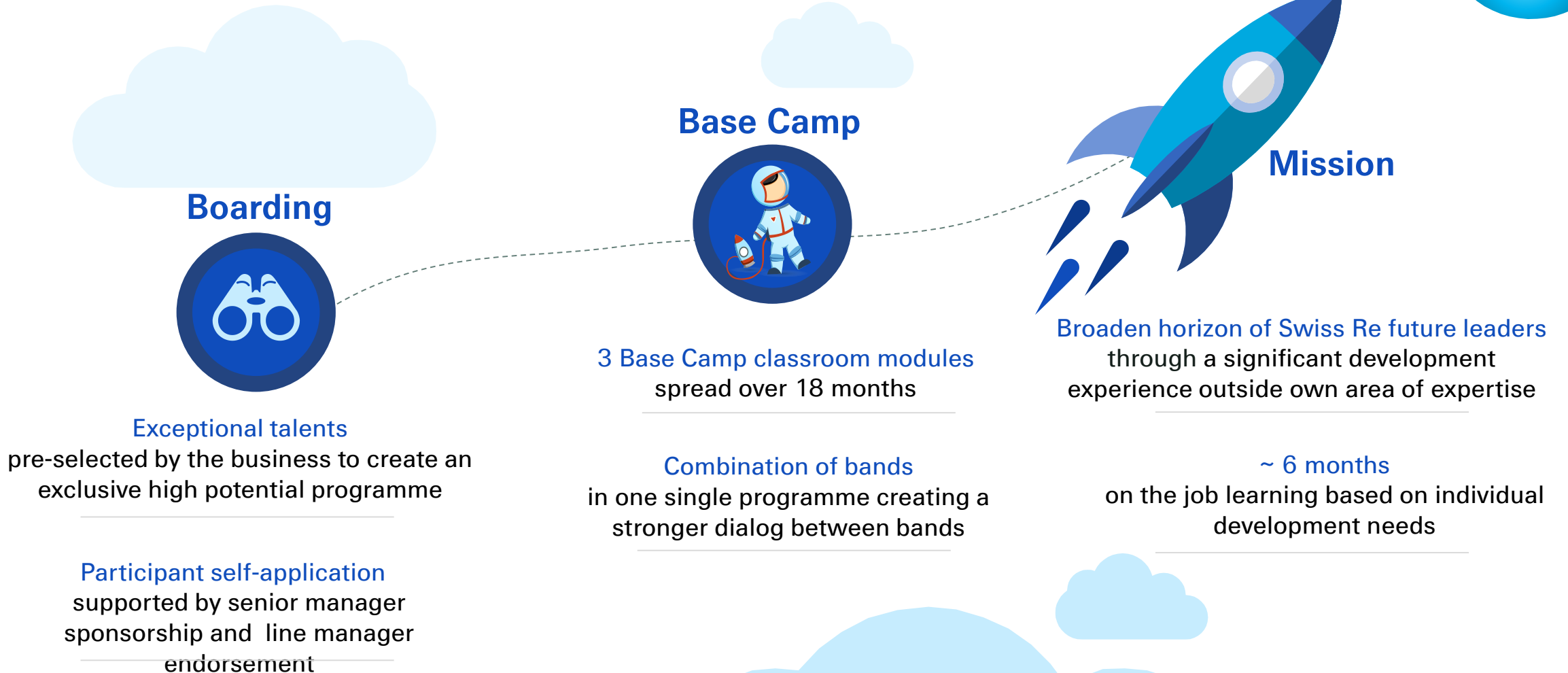
Our **staff have**:

- A **personalised learning experience**
- Access to a significantly **wider range of external learning content**
- Learning that is **bite-sized and highly relevant**
- **Access any time, anywhere**

A future of learning **for the business** where:

- The **learning technology infrastructure** can be leveraged to support their future needs.
 - Create and share own digital learning
 - Curate own learning paths and see progress through analytics

Our High-Potential Programme: Key steps to accelerate the development of our future enterprise leaders



A futuristic blue concept car with a driver, set against a cityscape at night. The car has a rounded, pod-like design with large windows and glowing circular accents. The driver is visible through the windshield. The background shows a city at night with illuminated buildings and trees.

What is your view on the emerging trends and their impact on the insurance industry?

What challenges do you face when it comes to talent attraction, retention and engagement?

What can we do collectively to re-position the re/insurance industry in the eyes of talent?

Legal notice

©2017 Swiss Re. All rights reserved. You are not permitted to create any modifications or derivative works of this presentation or to use it for commercial or other public purposes without the prior written permission of Swiss Re.

The information and opinions contained in the presentation are provided as at the date of the presentation and are subject to change without notice. Although the information used was taken from reliable sources, Swiss Re does not accept any responsibility for the accuracy or comprehensiveness of the details given. All liability for the accuracy and completeness thereof or for any damage or loss resulting from the use of the information contained in this presentation is expressly excluded. Under no circumstances shall Swiss Re or its Group companies be liable for any financial or consequential loss relating to this presentation.