Impact of Workplace Environment and Culture on Disability Claims Management
AGENDA

- **Trends in Workplace Environment and Culture**
  - Workplace Environment – The Good, the Bad and the Ugly
  - Culture – What’s the Magic Recipe?

- **Impacts on Disability Claims Management**
  - Claims Management Workforce
  - True Stories
Workplace Environment
Trend #1 - Open Offices

70% of U.S. companies have some type of open floor plan.

(Source: State of the American Workplace, Gallup, 2017)
70% of U.S. companies have some type of open floor plan.

(Source: State of the American Workplace, Gallup, 2017)
“It's Official: Open Plan Offices Are Now the Dumbest Management Fad of All Time”
Inc., August 2018
Counter to expectations, open offices have been shown to REDUCE face-to-face time.
One study showed workers in fully open offices were out an average of 62% more.

Costs workers 86 minutes a day due to distractions.
Trend #2 - Remote Work

(of those who work remote)

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>2012 %</th>
<th>2016 %</th>
<th>Difference (Percentage Points)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 20%</td>
<td>34</td>
<td>25</td>
<td>-9</td>
</tr>
<tr>
<td>20% to less than 40%</td>
<td>20</td>
<td>20</td>
<td>-</td>
</tr>
<tr>
<td>40% to less than 60%</td>
<td>12</td>
<td>13</td>
<td>+1</td>
</tr>
<tr>
<td>60% to less than 80%</td>
<td>10</td>
<td>11</td>
<td>+1</td>
</tr>
<tr>
<td>80% to 100%</td>
<td>24</td>
<td>31</td>
<td>+7</td>
</tr>
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(Source: State of the American Workplace, Gallup, 2017)

Just 10% of our survey respondents indicated they work remotely 100% of the time.
“Despite the distance, remote workers make the best teammates. This is because that distance demands more communication. This leads to stronger collaboration and camaraderie.”
In 2014, almost 1/3 U.S. companies allowed all or most employees to periodically change starting and quitting times within some range of hours.

Trend #3 - Flexible Schedules

Nearly 100% of our survey respondents stated their company allows flexible schedules.
A survey by WorldatWork found that 85% of employers with an “established flexibility culture” reported improved employee engagement.
Culture
What Is Culture?

“Ideologies and principles of the organization.”

“The behavior that results when a group arrives at a set of—generally unspoken and unwritten—rules for working together.”
Why Culture Matters

- 53% more likely to have highly engaged employees
- 29% more likely to have employees innovating and performing great work
- 27% more likely to have increased in revenue last year
Key Aspects of Workplace Culture

- Work Environment
- Sense of Purpose
- Recognition
- Diversity
- Employee Development
- Communication
Impacts on Disability Claims Management
Ideal State

- High Employee Engagement
- Opportunities to Collaborate
- Consistent Productivity
- Experienced/Tenured Workers
- Sense of Purpose/Meaningful Work
## Current State

<table>
<thead>
<tr>
<th>CHALLENGE #1: PRODUCTIVITY ISSUES</th>
<th>CHALLENGE #3: LAGGING TECHNOLOGY</th>
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<tr>
<td>WHY IT MATTERS:</td>
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<tr>
<td>31% more productivity when employees are satisfied.</td>
<td>51% more likely to have strong job satisfaction if working in a fully-enabled digital workplace.</td>
</tr>
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<tr>
<th>CHALLENGE #2: HIGH TURNOVER</th>
<th>CHALLENGE #4: ATTRACTING NEXT GEN</th>
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<td>WHY IT MATTERS:</td>
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<td>48.4% turnover rate for companies with weaker culture.</td>
<td>Millennials want to work where they connect with the purpose/mission.</td>
</tr>
</tbody>
</table>
Work setup is seen as a significant influence on productivity and the biggest driver of job satisfaction according to claims professionals in our survey.

Many carriers are focused on work environment, but not culture.
Creative Claim Solutions. Straightforward Approach.

THANK YOU!

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