

**WOMEN IN LEADERSHIP – *How Fostering
Motivation, Team Building and Talent Can Impact
Your Business and Community***

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ERIE: Community and Econ Dev Dept

Enabling **equitable** transformation in the communities we serve by **investing our time, talent and treasure.**



How Community Engagement Ties to the Business Strategy

- Make a positive, measurable and lasting impact on those in need, our environment, and our community partners
- Grow profitability by promoting the company as a community minded organization where we work and live – grow talent; grow market share; license to operate
- Become a leader in corporate citizenship practices

Pandemic Impact on Women in Leadership and How It's Changed

- ✓ Remote work is here to stay
- ✓ Workspaces will be redesigned
- ✓ Real digital transformation
- ✓ Women are heroes
- ✓ Mental health matters
- ✓ Renewed emphasis on Diversity, Equity and Inclusion
- ✓ Gen Z enters an uncertain workplace
- ✓ Connecting to a greater purpose is expected
- ✓ Childcare is an economic necessity and shared between genders
- ✓ A great employee experience is critical
- ✓ To create a great employee experience, you need **modern leaders**



The ERIE Leader

the what...

the ERIE leader

Great leaders make a difference—for the company, for its culture, for the lives of Customers and for the livelihood of Employees. Great leaders make tough decisions based on the needs of the organization and the values they represent. Great leaders create results that sustain the business of today and prepare it for **success** in a rapidly evolving tomorrow.

As ERIE leaders, we carry on a tradition of entrepreneurship and a commitment to service established by our Founders. We turn responsibility into accountability. We move values into action. We lead and serve others with conviction and compassion. And we demand the best of ourselves and our **people**, developing high-performing teams in a high-caring **environment**. We take pride in who we are, what we believe in and how we respond to our Employees and Agents, Customers and communities. Every day.

That's an ERIE leader.
Here's how we do it...

Think of the ERIE leader behaviors as “the what”—what is expected of ERIE’s leaders. Since 2013, these behaviors have been a familiar part of ERIE’s culture and remain a foundation for leaders.

our people

Attract, develop and retain people who support ERIE’s strategic direction now and in the future.

- I provide avenues for Employees to **grow and develop**. I encourage and support Employees to contribute their best.
- I look to **promote from within** the organization when and where appropriate. I seek to acquire external talent to enhance ERIE’s capabilities according to business needs.
- I **recognize** Employees in public and provide counsel in private.
- I readily **accept constructive criticism** on my own performance and **evaluate** the performance of others thoughtfully and fairly.
- I create an **inclusive** environment where people can be themselves and value the experiences of others, welcome and invite **diverse ideas and perspectives**.

our environment

Consistently exercise the right behaviors to make quality decisions for the good of The ERIE.

- I **model ERIE’s values**. I am an example of the behavior expected of all Employees.
- I actively maintain ERIE’s values by setting expectations, communicating proactively and **coaching others**.
- I **do the right thing**. I treat others with dignity and am compassionate. I build relationships based on **mutual respect and trust**.
- I am there for people. I seek out opportunities to lend a hand and **make a difference**, both in the office and in the community.
- I model **leadership courage and humility**. My communications are open, honest and sincere. I express myself frankly in a way consistent with the Golden Rule.
- I **build my team** and the broader ERIE team. I foster relationships that lead to productive and engaged Employees.

our success

Inspire great results in everything we do at The ERIE and maintain the high standards established by our Founders.

- I **hold myself and my team accountable** for delivering the level of service that differentiates ERIE in the marketplace, in the minds of our Customers, in Agents’ offices, in our workplaces and in the communities in which we live and work.
- I **understand the organizational context of my decisions**, both historical and financial, and ensure Employees have the same foundation.
- I work with personal ownership and involvement to **achieve goals and deliver results**. As I do, I am mindful of expenses and their impact on ERIE’s competitiveness. I make **cost-effective decisions** based on the good of the organization.
- I create strategies and plans that **align organizational, divisional, team and individual goals**.
- I help Employees to understand and maximize the impact of their efforts as well as to **create and seize new opportunities**.



The 12 ERIE leader capabilities

the how...

These leader capabilities sum up what our executives say is critical to ERIE's success, now and into the future. Think of the leader capabilities as the "how"—how you're going to get there.

The 12 ERIE leader capabilities

- Use the 12 capabilities to strengthen your ERIE leader behaviors.
- Each will help you develop as a leader.

Customer Focus

Collaborates

Cultivates Innovation

Decision Quality

Develops Talent

Drives Vision and Purpose

Ensures Accountability

Instills Trust

Nimble Learning

Persuades

Plans and Aligns

Self-Development



Women Have Unique Leadership Qualities

- ✓ Mentorship and development
- ✓ Emotional intelligence
- ✓ Efficiency and effectiveness
- ✓ Communication skills
- ✓ Teamwork
- ✓ Getting better with age
- ✓ Creative problem solving
- ✓ Networking and relationship building
- ✓ Confidence vs. competence
- ✓ Solidarity and support



Philanthropy, Volunteerism & Employee Giving

- ✓ Talent attraction and retention
- ✓ Connecting to a higher purpose
- ✓ Consumers put their money where their causes align
- ✓ Diversity improves innovation and competitiveness
- ✓ Engaged employees are higher performers
- ✓ Patterns of giving based on gender
- ✓ Women's personal wealth is rising
- ✓ Empowering women and girls increases family health
- ✓ Empowering girls can break the cycle of poverty
- ✓ Empowered girls strengthen economies



ERIE Mission

To provide as near perfect protection, as near perfect service as is humanly possible, at the lowest possible cost.

ERIE Values

Above all in Service

Golden Rule

ERIE family spirit working together for good of our Policyholders

Do the Right Thing

Own Your Stuff

Seek Common Ground

Choose the Greater Good

Challenge Yourself

Give Where You Live

Pioneer What's Next

Nine Simple Ways to Foster a Positive Work Environment

- ✓ Prioritize onboarding and training
- ✓ Create a comfortable work environment where everyone can be themselves
- ✓ Conduct regular check-ins and give regular feedback
- ✓ Teach leaders to give positive recognition and constructive feedback
- ✓ Encourage collaboration and communication
- ✓ Develop a strong workforce culture
- ✓ Facilitate opportunities for learning and development
- ✓ Compensation and benefits
- ✓ Create a giving plan that fits your size and focus

