

Challenge

Prior to working with ELI®, NCCI had utilized a variety of compliance courses and management training for some time. However, according to HR Director Andrea Corsi, NCCI wanted new training courses that would help the organization delve further into how people treat each other in the workplace. "We thought ELI® would be a great expansion to our training because the courses were practical and logical and had a common sense to them. We liked the quality of ELI's programs and consider ELI to be subject matter experts."

Solutions

NCCI began a major implementation of ELI® programs in 2005 by certifying its Human Resources directors, as well as others from the training and legal departments, and conducting an executive session with ELI® CEO Steve Paskoff. In that session, Paskoff spoke with senior staff to give them an overview of Civil Treatment® for Managers (CTM) prior to its company-wide rollout. All management attended classroom sessions of CTM.

In 2006, NCCI expanded its classroom learning curriculum to include Civil Treatment® for Employees (CTE). All employees and managers attended. "ELI's programs gave us an opportunity to get in front of people and talk about these issues in the classroom, rather than just online," said Corsi. "It was a big undertaking, but it allowed us to be in front of people, answer their questions, and ensure a good understanding of the principles. People liked the courses because they didn't teach just the law – they are not designed to be legal courses."

2006 also saw the start of NCCI's implementation of CTM online for all new hires. NCCI opted for an online implementation and required all new hires

CASE STUDY

NCCI Holdings, Inc., based in Boca Raton, Florida, manages the nation's largest database of workers compensation insurance information. Operating since 1922, NCCI analyzes industry trends, prepares workers compensation insurance rate recommendations, assists in pricing proposed legislation, and provides a variety of services and tools to maintain a healthy workers compensation system. The company employs approximately 1,000 people and has a not-for-profit operating philosophy.

to take the course within 90 days of starting their new position. In 2008, NCCI also implemented CTE online as a refresher for all employees. Corsi said that using a dynamic different from classroom teaching gave the course a fresh perspective.

And finally, to complete its full rollout of the ELI® curriculum, NCCI implemented NextACT® via classroom training in 2008. All managers attended the course. "The NextACT® course is the perfect follow-up to Civil Treatment because it reminds everyone about the key principles of the first course, then adds more examples and discussion around those gray areas about how to treat each other," said Bradley Kitchens, NCCI's Chief Human Resources Officer.

Result

NCCI tracks employees' use of the training a number of ways, including number of participants in classes, number of hours of training per employee, and feedback from participants on each class. Corsi said everyone attended the courses and gave positive feedback. She and her colleagues have seen a greater awareness in the workplace, including hearing people discussing terms and concepts from the courses. Anecdotally, Corsi has heard that managers understand what to do or when to take appropriate actions based on their

Duty to Act, which was a key concept from the courses. "There's more awareness from everyone on how to handle situations and where to *Get Help*," she said. "I tell managers that they don't have to know everything, but they do need to know where to ask the question rather than make something up."

The company has also seen a greater emphasis on its values since implementing NextACT®. "It was really beneficial to take our values and incorporate that into training and see the connection between the two," Corsi said. "It showed how the values are more important than something hanging on the wall."

Corsi also commended the customer service provided by ELI® employees. "Everyone at ELI® has been very flexible," she said. "They strive to understand the needs of the organization, and then they'll show you how their products and services fit in, rather than vice versa." Corsi added that Steve Paskoff's style fit well with the organization and the senior staff. "Steve was very professional and knowledgeable, and he had a great approach with our senior staff. He made people comfortable enough to ask questions."



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