

icare

Talent, Retention Insurance, and Culture Engagement



THE APPROACH

The company's leadership team underwent the Leadership Circle Profile, over 12 months, with three team-based exercises plus selected individual coaching interventions.

THE CHALLENGE

An Australian insurance company, icare, called on Leadership Circle 18 months after it had merged three preexisting insurance companies. It had more than \$16 billion of assets under management. Its Chief Operational Officer (COO) had a brief to build world-class operational capability in less than five years.

Initial stakeholder feedback suggested he and his team were struggling to win buy-in or credibility. Leadership Circle partnered with the COO and his team to develop client-centric strategies that enabled the whole organization to lift its performance. Their transition, though, required a transformation in individual and collective leadership.

“Engagement led to a strong culture turnaround”

THE IMPACT

Their engagement with the Leadership Circle Profile led to a strong culture turnaround across the organization.

Most impressive were the large positive change in collaboration scores, impact scores and engagement. Key talent was retained while new professionals were attracted to organization.