2017 RISC TRENDS CONFERENCE
Navigating Risks and Challenges of a Changing Workforce

March 7, 2017
VCU School of Business, Snead Hall

VIRGINIA COMMONWEALTH UNIVERSITY
School of Business | Risk and Insurance Studies Center
Welcome from the Dean

Welcome to the 2017 RISC Trends Conference at the VCU School of Business. We are proud to partner with our friends in the insurance industry to provide this professional development opportunity. Hosted by our Risk and Insurance Studies Center in collaboration with the State Corporation Commission and the Independent Insurance Agents of Virginia, this year’s conference takes a look at navigating risks and challenges of a changing workforce.

The VCU School of Business educates more than 4,000 students in Bachelor’s, Master’s, Certificate and Doctoral programs accredited by AACSB International.

In 2015-16, we launched a bold strategic plan, EPIC, to build on our strengths and ensure that the school’s students are prepared to thrive in a changing world. As the business landscape grows increasingly complex, companies in every industry need creative solutions. We hope today’s conference will stimulate your creative thinking. We are grateful for your interest and support. Enjoy the conference!

Best regards,

Ed Grier, Dean

VCU Risk & Insurance Studies Center (RISC)

Our mission at the Risk and Insurance Studies Center in the VCU School of Business, Department of Finance, Insurance, and Real Estate is to prepare students for careers in risk management, financial services, and other areas of the insurance industry. This is done by providing a sound educational foundation—accentuated by meeting industry leaders, attending local and national events, and participating in conferences. We also promote career fairs as a means for students to explore employment opportunities in the city and the surrounding areas. Our focus extends to the business community as well as we continue to work with business professionals in conducting research, consulting on projects, and attending special seminars and conferences.
2017 Conference Schedule

7:15 a.m. Registration and Networking Breakfast

8:00 a.m. Opening Remarks
   • • | Senior Associate Dean Dr. Ken Kahn, VCU School of Business

8:20 a.m. The Risks and Challenges of Navigating an Evolving Workforce
   • • | Dr. Janet Walsh, Birchtree Global

9:15 a.m. People, Purpose & Passion
   • • | Environment: Mr. Roy Grier, Dominion Resources
   • • | Wellness: Dr. Patti Rittling, Marsh McLennon Agency
   • • | Attraction and Retention: Ms. Suzanne Etherington, Mercer

10:15 – 10:40 a.m. Networking Break and Snack

10:40 a.m. Charting Talent Analytics
   • • | Dr. Matthew Stevenson, Mercer

11:30 a.m. Journey to the Next Generation
   • • | Mr. Antonio Canas, InsNerds

12:30 p.m. Lunch

1:30 – 3:30 p.m. It’s Just Politics: Making Sense of the 2017 General Assembly
   • • | Mr. Robert Bradshaw, Independent Insurance Agents of Virginia
Janet L. Walsh | Birchtree Global, LLC

Janet L. Walsh is the CEO and president of Birchtree Global, LLC, a business services firm that provides the legal, financial, tax, and human capital infrastructure for globalizing businesses. Her expertise lies in foreign direct investment and the financial performance of human capital. Her strategic and operational perspective comes from working on the ground in 78 countries in large multinationals and emerging growth businesses. Walsh is also an adjunct professor of global business in the Executive MBA program at NYIT University. She holds a Doctorate in Business with a dissertation on Success Characteristics of Foreign Direct Investment in Cuba, an MBA, and an undergraduate degree in Economics.

Tony Canas | Liberty Mutual

Tony Canas is a young insurance nerd, blogger and speaker. He is the voice of the millennial generation in the insurance industry helping the industry understand how to engage this large demographic that will soon make up over 50% of the workforce. Canas has been in the insurance industry since 2009; during that time he has completed his CPCU, AU, AIC, ARM, ARe, ASLI, API, AIS and AINS designations along with his Toastmaster’s Competent Communicator and Advanced Communicator Bronze public speaking designations. Having worked in claims, underwriting, finance and sales at three different insurance carriers in five cities and four states he has gained a broad understanding of the industry. Canas co-founded and runs the popular insurance blog InsNerds.com. He is passionate about insurance, technology, innovation and about engaging Millennials in the insurance industry.

Suzanne M. Etherington | Mercer

Suzanne Etherington is a Principal and Senior Client Manager based out of Mercer’s Richmond, Virginia office. Managing a number of the firm’s largest client relationships in Virginia, assisting them with business strategy, workforce analytics, change management, and end-to-end human capital services that combine strategic advice, design, and implementation. Etherington has 20+ years of senior leadership and global consulting experience with some of the world’s most profitable Fortune 500 companies, government agencies, and nonprofits. She specializes in identifying strategic business drivers, building high performance cultures, leading through change, and creating “out of the box,” strategies to enhance employee productivity, reduce costs, and improve profitability. Etherington holds both a Master of Science in Learning & Organizational Change and a Leadership & Organizational Coaching certificate from Northwestern University. She completed her Bachelor of Arts at the University of Richmond. She is certified in a variety of psychometric, behavioral, and 360 assessments and is a Lean Six Sigma Yellow Belt.
Roy S. Grier | Dominion Resources

Roy Grier is Vice President Workplace Development at Dominion Resources, overseeing the companywide initiative to ensure that Dominion’s office workspace meets business and employee needs in a way that promotes safety, efficiency, collaboration and engagement. One of his primary responsibilities will be to supervise construction of a new downtown office project. Grier joined Virginia Power in 1981 and has held a wide variety of positions with financial, operating, and business responsibilities. In 2000, Grier was named Vice President-Shared Services where he was responsible for the facilities management and supply chain management functions. He was named Vice President-Human Resources in July 2009 and Vice President-Producer Services, Dominion Energy, in April 2013. He assumed his current post in February 2016. Grier graduated from Davidson College with a Bachelor’s Degree in Economics. He earned his Master’s Degree in Business Administration from the University of Richmond. He is a Chartered Financial Analyst.

Patti Rittling | Marsh McLennon Agency

Patti Rittling bridges the gap between research and practice by consulting with employers on the design of employee and organizational wellbeing strategies helping organizations create the conditions that inspire employees to bring their best selves to work each day. Rittling holds a PhD in Health Promotion, Education, and Behavior from the University of South Carolina’s Arnold School of Public Health, a Master’s degree in Exercise Physiology from the University of Virginia, and a Bachelor’s degree in Accounting from East Carolina University. She has completed training on Strategic Solutions for Integrating Wellness and Occupational Safety and Health in the Workplace through the Harvard School of Public Health and has worked in a variety of settings including public accounting as a CPA, hospital-based fitness and wellness centers, consulting, and higher education. Rittling serves on the Education Committee of the Health Enhancement Research Organization and as a Board Member for the Virginia Business Coalition on Health.

Matt Stevenson | Mercer

Matt Stevenson is a Partner and the co-leader of Mercer’s Workforce Analytics and Planning practice in North America. He is based in Washington, DC and has worked at Mercer since 2000. His work involves using data science to help Mercer’s clients define their human capital strategy and fine tune the implementation and planning of that strategy in order to support business objectives. A recent project was focused on forecasting future workforce populations at a utility firm to enable proactive interventions to maintain optimal staffing levels, as well as quantifying links between employment practices and the drivers of organization based on a statistical analysis of external influences, organizational practices, and employee attributes. Stevenson holds a Bachelor’s Degree in Economics from McGill University and a Master’s Degree and PhD in International Relations from Arizona State University. His work has been presented at national conferences and published in professional journals.

Bob Bradshaw | Independent Insurance Agents of Virginia

Bob Bradshaw is the President and CEO of the Independent Insurance Agents of Virginia. He serves as the industry-agent lobbyist representing and supporting member interests at the General Assembly in Richmond, Virginia. With over 30 years of experience in association and voluntary organization management, Bradshaw is past president of the Virginia Society of Association Executives and in 2012 received the VSAE CEO of the Year Award. He has also served for five years on the Legislative Evaluation Committee for Virginia FREE, a non-profit organization that promotes a strong business environment in the Commonwealth of Virginia. Bradshaw received a Bachelor’s Degree in Political Science/History from Lynchburg College. He completed advanced studies at George Washington University, where he received a Master’s Degree in Association Management through the School of Government and Public Administration.
Celeste Azubuike | Class of 2017

Celeste Azubuike is the current Executive Vice-President of Gamma Iota Sigma-Alpha Mu Chapter at VCU. She will be graduating from VCU in May 2017 with a Bachelor’s degree in Business with a concentration in Risk Management & Insurance. She is a recipient of two Richmond Chapter CPCU Society Scholarships and the Virginia RIMS Scholarship. She was elected to the position of International Student Representative for the Gamma Iota Sigma’s Grand Chapter. Azubuike has interned in the claims department at James River Insurance Company since September 2016. Post-graduation, she will be moving to Georgia, where she will start her journey as an underwriter with Argo Insurance Group.

Timothy Korenman | Class of 2017

Timothy Korenman is the current Treasurer of Gamma Iota Sigma-Alpha Mu Chapter at VCU. He will be graduating from VCU in May 2017 with a Bachelor’s degree in Business with a concentration in Actuarial Science. He has been involved with the Risk and Insurance Studies Center and Gamma Iota Sigma for three years and has received multiple scholarships; the Linda Barnett Scholarship, a RIMS Scholarship and a CPCU Scholarship. Korenman has interned with Mercer working on the Retirement Exchange and with Health & Benefits. He recently began an Actuarial Internship with Allianz on the pricing team. He looks forward to graduation in May 2017 and is currently exploring his future career options.

Alex Andrews | Class of 2014

Alex Andrews is a 2014 graduate of the Risk Management and Insurance program at VCU and past president of their Gamma Iota Sigma-Alpha Mu Chapter at VCU. At 13, he moved from Houston, TX to Newport News where he finished high school and eventually decided to enroll at VCU. He originally joined the university as a Bio-Medical engineering major and quickly realized that wasn’t for him and decided to apply his skill with money and numbers to a business degree. While in the School of Business, he joined Gamma Iota Sigma and enjoyed the many benefits of membership including scholarships, networking, and internships. Andrews has spent the past two and a half years as a casualty underwriter for Colony Specialty after joining their trainee program post-graduation.

Amanda Tatro | Class of 2010

Amanda Tatro is a 2010 graduate of VCU with a Bachelor’s degree in Business with a concentration in Finance: Risk Management and Insurance. She held several offices with Gamma Iota Sigma-Alpha Mu Chapter at VCU and ultimately served as the chapter President. She was the grateful recipient of numerous scholarships and was fortunate to receive a NAPSLO internship with companies in Richmond and Atlanta. She joined The Hanover Insurance Group after graduation and continues to enjoy building her career with the organization as an Executive Sales Underwriter in their Middle Market division. Tatro completed her CPCU designation in 2013 and credits involvement with the VCU RISC program for opening doors to many new opportunities and experiences.
You can help VCU develop RMI Leaders

Scholarships
Scholarships make it possible for many deserving students to attend VCU, as well as attract the brightest, most meritorious students to the program. They also provide great encouragement for students pursuing a career in the insurance industry. Annual scholarships are gratefully accepted in any amount, and endowed scholarships are created with as little as $25,000. Named, endowed scholarships last in perpetuity.

Unrestricted Gifts
Gifts to the VCU Risk and Insurance Studies Center are essential and provide us with unrestricted dollars to support key initiatives of the Program. These gifts help fund scholarships, activities, conferences, and meetings for our students, and allow for faculty research, technology upgrades, and alumni activities. With unrestricted gifts, we can remain on the leading edge, academically and technologically.

Internships & Career Opportunities
We work with many companies to establish internships for our students. Experience-rich internships offer students real world exposure, help with their education expenses, and frequently lead to full-time employment. If your company has internships and/or job openings, we would enjoy helping you connect with some outstanding prospects.

Mentoring
A great way for insurance professionals to influence our students is to become a mentor. Mentors enable a better understanding of the myriad career choices available in the insurance industry while providing insight from seasoned professionals. There are many ways to mentor: shadowing opportunities, guest lecturing in classes, and addressing Gamma Iota Sigma meetings are just a few.

Please contact Tim Cook, Director of the Risk and Insurance Studies Center, if you are interested in helping us develop tomorrow’s leaders.
Thank you to the Markel Corporation for producing the 2017 RISC Trends Conference program.