



# Liberty Mutual<sup>®</sup>

## INSURANCE

### Diversity & Inclusion



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Sociology  
Fa20 co-op (July 6 – Dec 18)

# My Position:

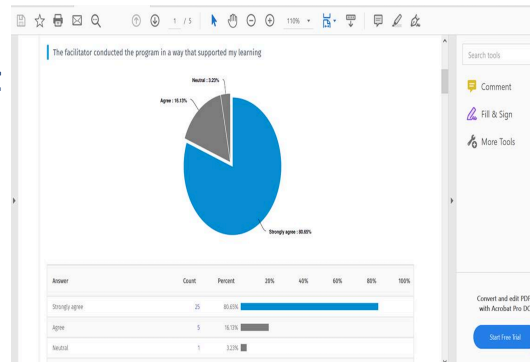
- ▶ **Department: Diversity and Inclusion**
- ▶ **Worked with the development (DEV) team which conducted global race and ethnicity workshops for level one managers and front-line employees in call centers**
  - ▶ **Responsible for employee trainings and manager development**
- ▶ **Worked on community practice projects geared towards various departments at Liberty**
- ▶ **Worked under two supervisors**
- ▶ **Was responsible for helping develop various projects plans, training sessions, and workshops for leaders in human resources**
- ▶ **I oversaw majority of meeting schedules**
- ▶ **Paid co-op**
- ▶ **Remote / Online**



# What I've been up to...

- ▶ I spent most of my time working on monthly training sessions (approximately 80 sessions in the span of 6 months) called *Understanding Race and Ethnicity in the Workplace*. These are held for both managers and front-line employees. I would help host sessions, moderate the chat box during Q&A's, participated in prep meetings with the facilitators, and took attendance of at least 100 managers per session. We also had a few sessions that consisted of about 8,000 front line employees.

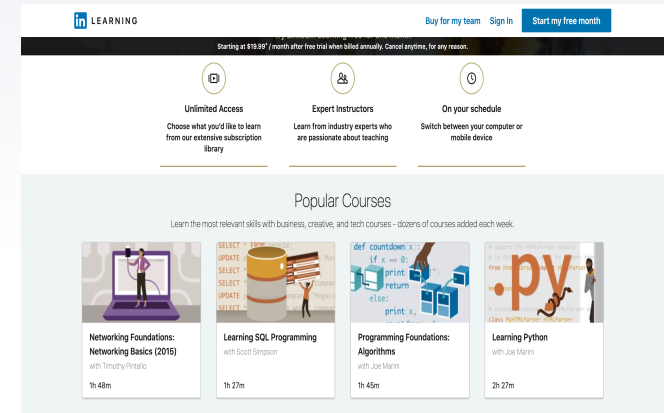
- ▶ I also spent time collecting and analyzing data from each of these training sessions.
  - ▶ Created different surveys, distributed them and gave monthly recaps of our findings to the whole D&I team during monthly huddles and bi-weekly department meetings.



# What I've been up to...

- ▶ I've also worked on other projects such as a pilot program called *Inclusion in Action* which we launched 4 months into my co-op; our department got an award for this in November!
- ▶ When I was not working on training sessions with my supervisor Debra Lacy, I was working on community projects with my boss Sabriya Stewart.

- ▶ **Storytelling / Feelings as Messenger** workshops for general managers, Contact Center Tracing, LinkedIn Learning, Modern Bias/ Internal Bias training, and Diversity & Inclusion Academy, etc.



Type of Bias	Variable	Historically included	Historically excluded
Gender	Sex	Men	Women
Language	Place of Birth	Native Born	Immigrants
Age	Age	Young Adults (18-24)	Elderly (65+)
Ability	Ability	ABLEBODIED	DISABLED
Religion	Race/Ethnicity	White/Caucasian	Black/African American, Asian, Hispanic, Middle Eastern, etc.
Education	Education Level	High School Grad	High School Dropout
Marital Status	Marital Status	Married	Single, Divorced, Widowed
Sexual Orientation	Sexual Orientation	Gay, Lesbian, Bisexual	Transgender, Asexual, etc.
Religion	Religion	Christian	Muslim, Jewish, Hindu, etc.
Religion	Religion	Protestant	Catholic, Eastern Orthodox, etc.
Religion	Religion	Anglican	Roman Catholic, etc.
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From our MB/IB Training sample

# ▶ What I've been up to...

- ▶ My peers trusted me enough to always ask for my opinions on different projects and my input on big picture ideas even though I knew little to nothing on how an insurance company runs their D&I initiatives.
- ▶ Overall, my duties were pretty much the same for 6 months with added layers of complexity as time went on.



# My Goals

- ▶ I was hoping to learn more about the different functions of human resource management which I got a good experience in when working on the development team
- ▶ I wanted to continue networking and connect with leaders who started off in lower levels of the corporate world and built their way up to the position they're in now.
- ▶ Another goal of mine was to learn more about how entry level careers blossom in such a fast paste work environment



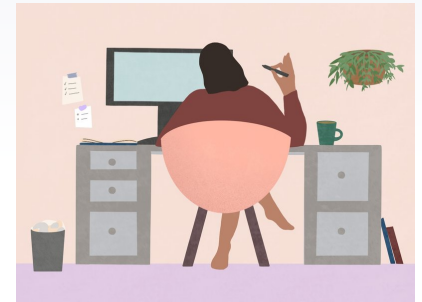
# Surprises

- ▶ It was interesting to see so many women of color in leadership positions
- ▶ My team was always ready to push for hard conversations such as bias, gender inequality, and institutional racism
- ▶ You could attend conferences as part of the workday
  - ▶ I was able to join a National Women's conference online in November, guest starring Alicia Keys
- ▶ We would have lots of department parties
  - ▶ One of my favorites was this year's virtual Christmas party which we built gingerbread houses. It was surprising to see how well everyone was able to connect and share this fun moment during a busy work week.



# Impact of Covid-19

- ▶ Time management was a huge impact of working remote. It's easy to take care of personal things while in the middle of a virtual workday which I learned can be very distracting and disorganized. I thought balancing my workload and my personal life would come easy in this situation of working from my dorm, but it was not. However, to improve on this my boss helped me start a tracker to pace myself when working on a particular project. Also, I started making sure to carve out specific times of the workday that I would dedicate to checking emails. I learned that working in my dorm can be very depressing sometimes because I was spending almost 8 hours everyday in one space. So, when the weather was in my favor, I would always make sure to go outside for breaks and even to find new workspaces.





# Challenges

- ▶ Presenting data findings back to our team
  - ▶ My supervisor was a huge help with this. I was able to schedule multiple 1 on 1 meetings with her to go over the data we've collected. She would tell me which pieces I should highlight, which ones I should not bring up, and helped me identify which ones would best benefit the other teams in D&I.
- ▶ Separating social justice / activism work and company cultural
  - ▶ I learned that as a diversity and inclusion department we must prioritize the function of the company at all cause by making sure to stay on the positive side of change. Promoting inclusion and acknowledging unique experiences of our employees and customers is one thing and activism is another. They're both important but very hard to separate in a corporate environment



# The affect of my Co-Op

- ▶ One thing my co-op had an affect on was my attitude towards the corporate culture. I already had a perspective of how higher ups and lower-level employees interacted in such environments but working in this position challenged my perspective in a positive way.
- ▶ Also, as a result of working at Liberty I've been able to research what other companies are doing to take their D&I initiatives to the next level which will come in good use when I'm looking into my second co-op opportunity.
- ▶ This co-op has also affected me on how well I can do my elevator pitch on que. I was never in a meeting with the same people everyday, so networking was always an open opportunity



# I learned that..

- ▶ I like fast past work environments where majority of my time is focused on developing projects
- ▶ I work well in small teams where I can have autonomy over work that's been assigned to me
- ▶ I have a developing passion for analytical work which I can explore more perhaps in my next co-op
- ▶ I like having a managerial style in which we get to have 1 on 1 meetings to discuss my progress. This helped me avoid missing project deadlines and I was able to talk about some of my own ideas in dept.



# Social Inequality

- ▶ Liberty Mutual believes that insurance is a socially responsible product. With that in mind I realized how much diversity and inclusion efforts can sometimes fall short in such insurance companies. This is especially apparent when our customers face intersections like being a women of color or an LGBTQ+ individual. My experience helped me better understand how exclusion and inclusion within social organizations and institutions co-existence. Within such companies like this one, unexpected times like a pandemic has a huge economic impact on low-income communities and women of color disproportionately. So, when we interact with our customers the trainings and projects that D&I pushes are meant to help front line employees challenge any bias that could potentially disregard a customer's identity and their unique experiences in society. My attitude towards this type of work has grown with much appreciation because it's interesting to see how big corporations work under the pressure of making positive change during global crises.



**Thank You!**