

BUILDING ON A FOUNDATION OF TRUST

HOW LEARNING JOURNEYS MAKE AN IMPACT

In 1907, A.T. Vigneron founded the Automobile Mutual Insurance Company of America (AMICA) to sell insurance to drivers during the start of our nation's automobile boom. Since that time, Amica has enjoyed more than 115 years of continued success through building strong relationships with its customers and protecting the most important parts of their lives.



Today, Amica has thousands of employees across the country and provides a full spectrum of personal lines insurance products. Throughout its long history, Amica attributes much of its success to its focus on industry-leading customer service, which drives every decision it makes, even extending into the development of its workforce. Amica believes that a robust customer-centric culture starts with the development of its people.

With that in mind, Amica ensures there are multiple stakeholders involved in the development journey of every employee. And it starts with the employee, who is empowered and given the necessary resources to drive their own development. A strong promote-from-within culture further encourages employees to look for and pursue development opportunities, because they know

that the majority of positions will be filled by internal candidates. Managers are there to help as well, by creating development opportunities for their direct reports. But perhaps the strongest piece is the learning culture that's shared between employees and managers, and supported by leadership at the highest levels in the organization.

Throughout the year, Amica offers various development opportunities, including job group programs for supervisors, managers, and officers. All of its offerings are guided by core competencies that drive the success of each job function or role. And if employees request additional development resources, Amica prides itself on making it happen. It views these requests as nonnegotiable and realizes that they go a long way in supporting employee engagement and retention.

This concept of continued learning also ties nicely to Amica's diversity, equity and inclusion (DEI) strategy, which aims to build a culture where all employees can flourish and grow. Amica creates and maintains an environment in which each employee can contribute creative ideas, seek challenges, and continue to focus on meeting and exceeding business and personal objectives.



"As Director of Talent Development at Amica Mutual Insurance, my go-to recommendation for learning is IMS. They offer the world's best thought leaders, through workshops that focus on a variety of skills that are critical to the continuous development of our managers and leaders."
- Ryan Caldarone

More globally, Amica is committed to positively impacting the world by making thoughtful decisions with the planet, people and its business in mind. The company's environmental, social and governance (ESG) initiatives are integral to building a more resilient future for all.

Ryan Caldarone, Director of Talent Development at Amica, loves the learning culture he's helped to create. One of his favorite things is watching new employees go through the Future Leaders Program – then, once they've had some experience in the field, come back to take additional development offerings as they progress upward through the management ranks. "This growth and development mindset is ingrained in our culture. It's a part of our DNA," states Ryan.



Amica also leverages some of the most reputable strategic learning and development partners in order to strengthen its portfolio of development options. One of Amica's longest-standing partners is The Institute for Management Studies (IMS), which has been providing high-impact, curated learning experiences for nearly 50 years. The IMS experience is all about maximizing the impact of its offerings by ensuring that participants can easily apply the tools and techniques shared in its programs.

A recent example of this impact can be illustrated with the story of an Amica leader who attended a 30-day IMS learning journey on the topic of emotional intelligence. Going into the IMS program, the Amica leader already ranked highly on various emotional intelligence measures but still came away from the experience with several tools she could easily implement, which led to her creating a greater vision and purpose for her team.

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Ryan appreciates the expertise and diversity of thought leaders on the IMS schedule. He also noted how IMS programs are always closely aligned with Amica's core competencies. And this isn't by accident; IMS customizes its annual development offerings to the most relevant and timely development needs of its members.

Amica realizes that achieving award-winning customer service starts with developing strong leaders. Partners such as IMS are continuing to help Amica provide its employees with development opportunities that accelerate their impact in their current and future roles.

