

## Background

Zurich is a leading multi-line insurer that serves its customers in global and local markets. CM Learning has supported the behavioural development of Graduates for several years, both face-to-face and virtually. This case study focuses on the 2021 mid-pandemic virtual programme.

## Outcomes of Development

Development needed to:

- Be centred around key behavioural elements, helping Graduates to both be effective in their role whilst offering tangible wellbeing support.
- Provide opportunity for reflection, application and sharing throughout.

## Delivery Method

Virtual learning focused on the following areas:

- Developing Your Personal Brand (90 minutes)
- Connecting with Stakeholders (90 minutes)
- The Art of Influence (90 minutes)
- Mindset Management (90 minutes)
- Developing a Growth Mindset (90 minutes)
- Resilience and Wellbeing (3-hours)

Bespoke programme launch and wrap-up refresher videos were also produced.

## Results

The programme was delivered to 23 Graduates:

- How well did the learning meet the objectives? 4.23 / 5
- How relevant was the content of the learning for you? 4.31 / 5
- How well did the facilitator communicate with you to deliver the learning over the virtual platform? 4.92 / 5
- How helpful were the activities and exercises in meeting your learning needs? 4.00 / 5
- How would you rate the effectiveness of the materials provided before, during and after the learning? 4.38 / 5
- Overall, how would you rate the learning? 4.08 / 5

## What People Said

- I loved the multitude of interactions (music, spotlighting, small groups, partnering, buddy groups etc).
- Really enjoyed the variety of learning methods and the general energy and enthusiasm which made it really engaging.
- The enthusiasm was definitely great, I really appreciate the effort Chris put in to keep us all engaged.
- I learned a wide variety of techniques to improve my resilience. I also developed a greater awareness of where I need to improve in future which I particularly found helpful.
- I gained more knowledge about how to be resilient and all the things that can affect resilience. The 10 steps to resilience is really useful too.