

2025 WORKPLACE
BENEFITS CONFERENCE

Pathways to Growth

Balancing People, Process, and Technology: A Blend of Tradition and Innovation



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and Policy Support*
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AVP, Health Implementation Operations
Voya



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Today's Session

- What is the Employee Benefits Administration Committee?
- Introduction of the topics
 - People
 - Process
 - Technology
- Group discussion
- Finding balance

Employee Benefits Administration Committee

Mary Trecek, LIMRA & LOMA, Staff Liaison

- Investigates, studies and discusses topics relative to Group Insurance administrative processes and operational practices from pre-sale through claims for various group products and services including life, dental, disability, supplemental health, and worksite coverages
- Member Profile
 - Vice President level or above (consideration based on oversight and responsibilities over actual title)
 - Focused on administration of voluntary, group insurance or employee benefit products
- Current Chairs:
 - Stephanie Ek, Unum
 - Jason Twyman, The Standard

Employee Benefits Administration Committee: Member Companies

Aflac Group Insurance

Allstate Benefits

Ameritas Life Insurance

Companion Life Insurance Company

Dearborn Group

Equitable

MassMutual

MedMutual Protect

MetLife

Modern Woodmen of America

Mutual of Omaha

Principal

Prudential

Sagicor Life Inc

Securian Financial Group

Standard Insurance Company

Sun Life Financial

Symetra

The Hartford

Transamerica

Unum

Voya

Topics and Discussion

Kristi Olson, The Standard

Tanya Lorimer, Principal

- **Definition:** Workforce management that focuses on improving employee experience, engagement, and retention
- **Questions:**
 - In multi-generational workplaces, how do we find the right balance and ensure harmony among team members?
 - What are some effective ways to keep employees motivated during challenging times?
 - What strategies do you use to handle underperformance effectively?
 - What policies or practices have helped your team maintain a healthy work-life balance?
 - What strategies have helped you gain team buy-in for major changes?

Tammi House, Symetra

- **Definition:** Process improvements being incorporated into Operations
 - Process improvements in the workplace refer to the systematic approach of identifying, analyzing, and enhancing existing processes to make them more efficient, effective, and adaptable.
- **Questions:**
 - Does your organization incorporate the concept of continuous improvements for processes?
 - How do you identify process opportunities across the value stream?
 - Which areas focus on process the most and which focus on the least?

Emily Strotbeck, Voya

- **Definition:** A system, a tool, a resource- it's a science that enables communication, solves a problem, and creates opportunity and innovation. Examples of technology used every day in employee benefits includes computers, internal systems, external systems, websites, applications, email, bots, APIs, AI.
- **Questions:**
 - Challenges of implementing new technology, what causes resistance?
 - Transitioning from old systems to new, and the skeletons in the closet
 - How do we keep the art of what we do as we become more dependent on the science of technology?
 - Where has technology solved a problem? When has it created one?

Group Discussion

Each table has a set of questions and conversation starters, based on topic.

In addition to those question, consider:

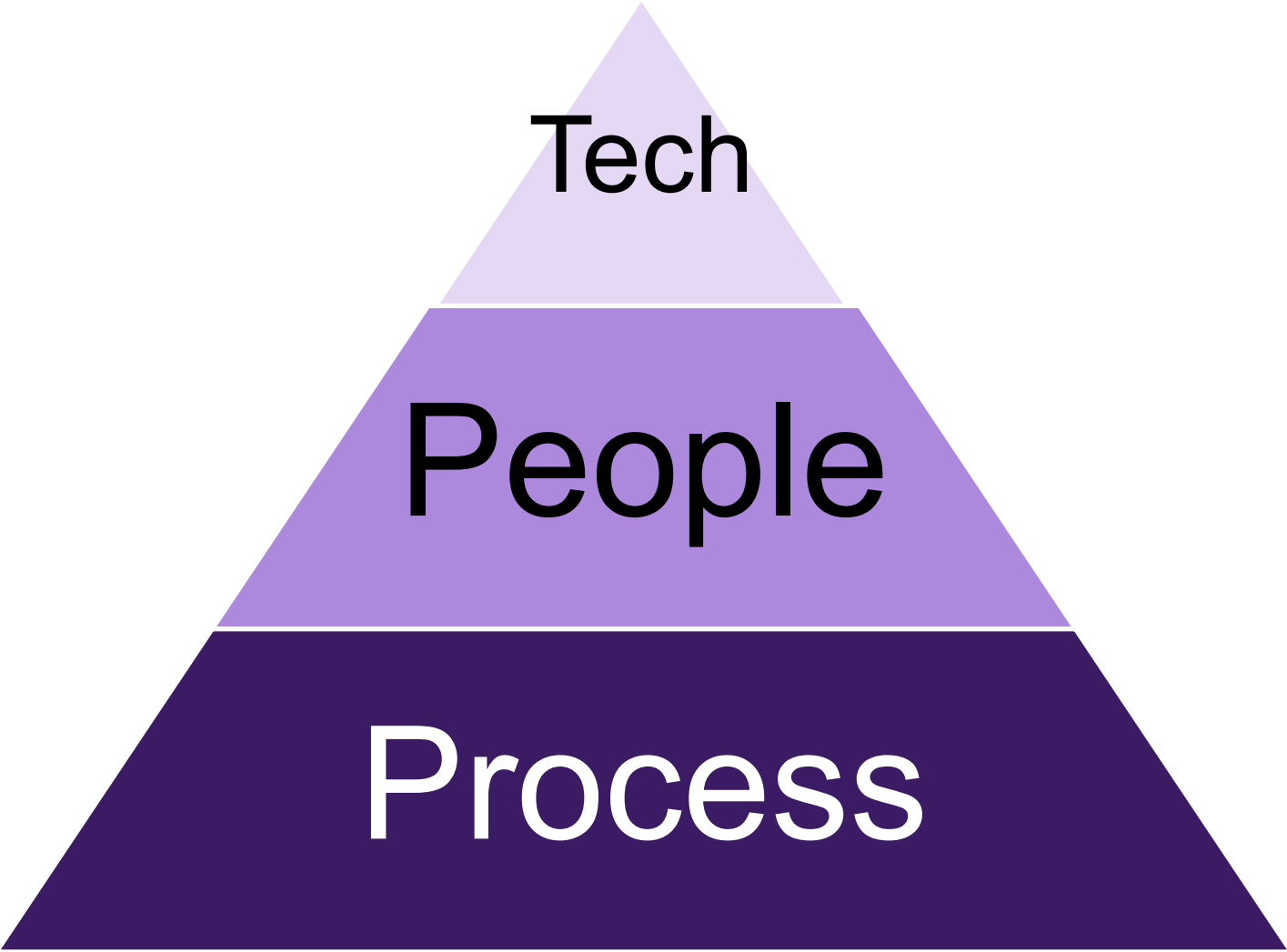
- What wins or opportunities has the topic presented your company?
- How have you worked through issues relating to the topic?

Take 15-20 minutes to discuss

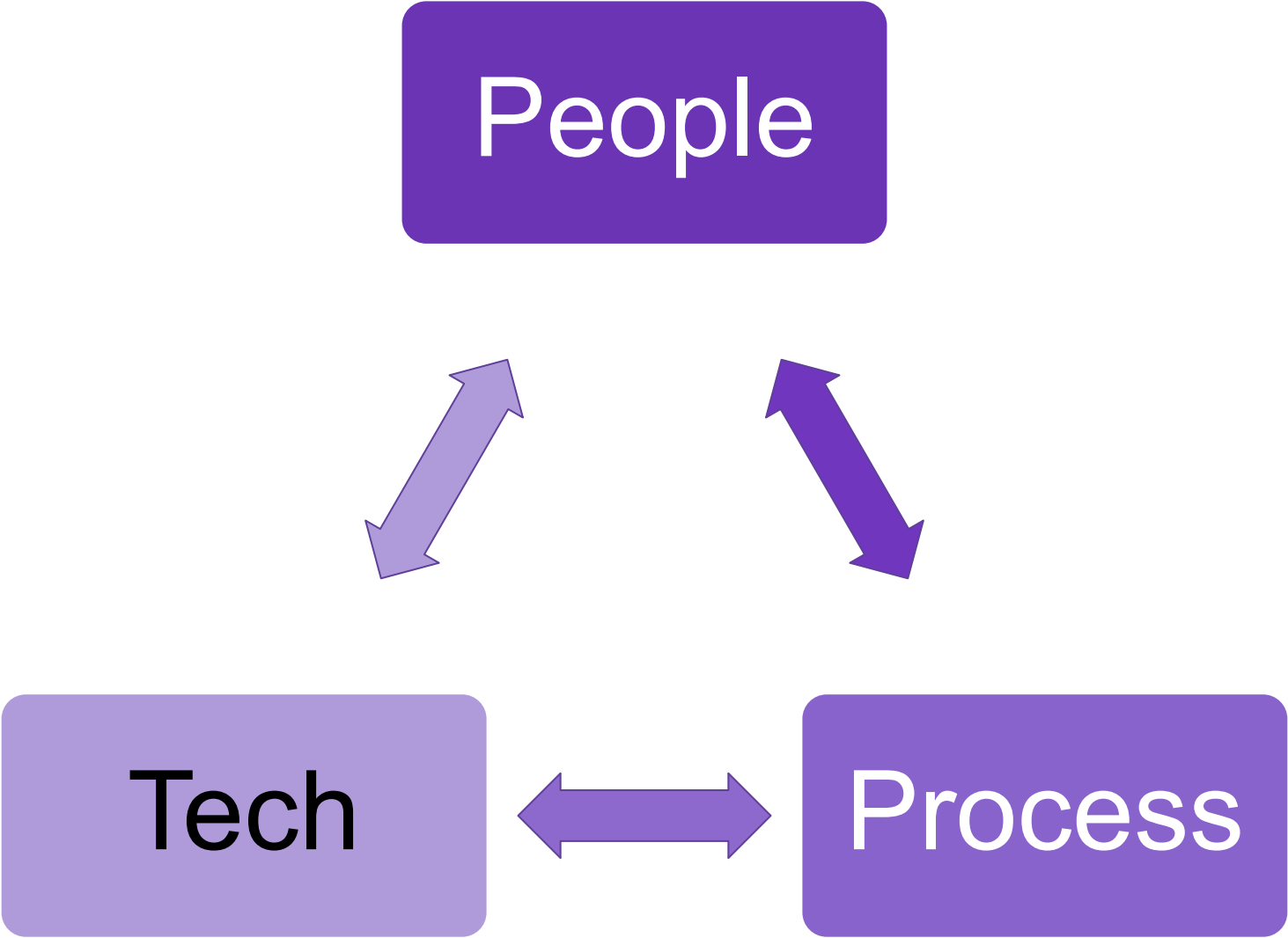
We will share out at the end of the session

Finding the Balance

Less



More



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Agenda Option

Detail

General Session - Workplace Benefits Industry Overview

April-23-2025 02:00 PM-02:30 PM

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Sean O' Donnell, LLIF

Location

Session Chat

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Thank You



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