Unum scales their manager development with Everwise

Unum leverages Everwise’s Academy Builder to develop and empower managers to lead the company through innovation and change.

**Challenge**
Create a manager development program that will lay the foundation for every Unum manager to be able to effectively lead the company forward.

**Program Needs**
- Integrate with busy schedules
- Enable peer to peer learning
- Ability to make real-time updates
- Create a habit of learning

**Solution**
Leverage Everwise software to build, deliver and scale the Unum Manager Academy that integrates experts, facilitation, and content.

**Key Results**
On track to scale program 9x in year 1
75% increase in participant confidence and usage of key concepts after the pilot program

“We needed a solution that could be conveniently consumed during a busy day that is full of competing priorities. Creating a way to make those connections where new managers could benefit from the expertise of our experienced managers was really key to the success and scaling of the program.”

Kim Bolton
Program Director, Unum
Solution: Learning made social

Leveraging Everwise’s Academy Builder, Unum launched a 6-week pilot course on “Interpersonal Effectiveness” for 50 managers. The curriculum encouraged peer to peer interaction and could be consumed in about 1 hour per week, allowing for bite-sized but ongoing, social learning.

Program Structure

Peer Groups

A mix of individual and group assignments, internal and external resources, and practical challenges drive engagement.

The peer groups foster connections and discussion between experienced and newer managers. Learners are always encouraged to share insights and learnings with each other.

“One of my favorite parts about the curriculum was the layout of each interval and how the moderator followed up at the end. Having my facilitator respond with a story or personal experience that helped encourage me or showed me how to handle the situation was one of the best parts in my opinion.”

Program Participant
Solution: Measuring and encouraging engagement

The facilitation and reporting tools provided in the software enabled Unum to measure ongoing program engagement, keep discussions moving towards desired outcomes, and guide the participant experience throughout.

Facilitation

The program is moderated by an experienced Unum leader who serves as a coach and facilitator. Facilitators can ask questions, encourage the group to stay on track with learning, and share their own expertise.

Reporting

The reporting dashboard enables the program director and facilitator to quickly measure engagement across all or by individual groups and offer support to those who are less-engaged.

“Watching activity in the peer group space is like an ongoing focus group to see what’s resonating, where learners might be struggling, and where you can improve resources - directs you to topics where deeper dives might be helpful.”

Kim Bolton, Program Director
Impact
The managers who went through the training program found great value in further developing their management skills and seeing their impact to the business.

Quick impact
“I realized how to use my communication style to greater advantage to achieve business results and I’m seeing a difference already.”

Lessons in Leadership
“I am brand new to a leadership role, so having an outlet and resources for me to read and work through for my development was what I needed.”

Accountability
“It’s very difficult to find time in your day to focus on yourself when the needs of your people and business tend to take over. I hope there are more opportunities for leaders like this in the future.”

A successful pilot
With the success of this pilot, Unum is now rolling out 4 courses (Interpersonal Effectiveness, Elevating Performance, Strategic Decision-making, and Leading through Change) to all managers in a phased approach, all powered by Everwise software.

What’s Next
Unum will be building out more high-level competencies training throughout this year and will use the interactions observed in the peer groups and feedback from this program to inform that build.

About Unum
Unum is a leading provider of financial protection benefits in the US and UK.

Founded: 1848  Website: www.unumgroup.com
Number of employees: 10,000