

CULTURE/RECRUITING AND TRAINING

PANEL DISCUSSION: Industry Expert discussion regarding credentialing – human resources

- Dale Sailer, BELFOR
- Kris Rzesnoski, Encircle
- Bill McGee, Alacrity
- Mark Springer, Day Spring Restoration



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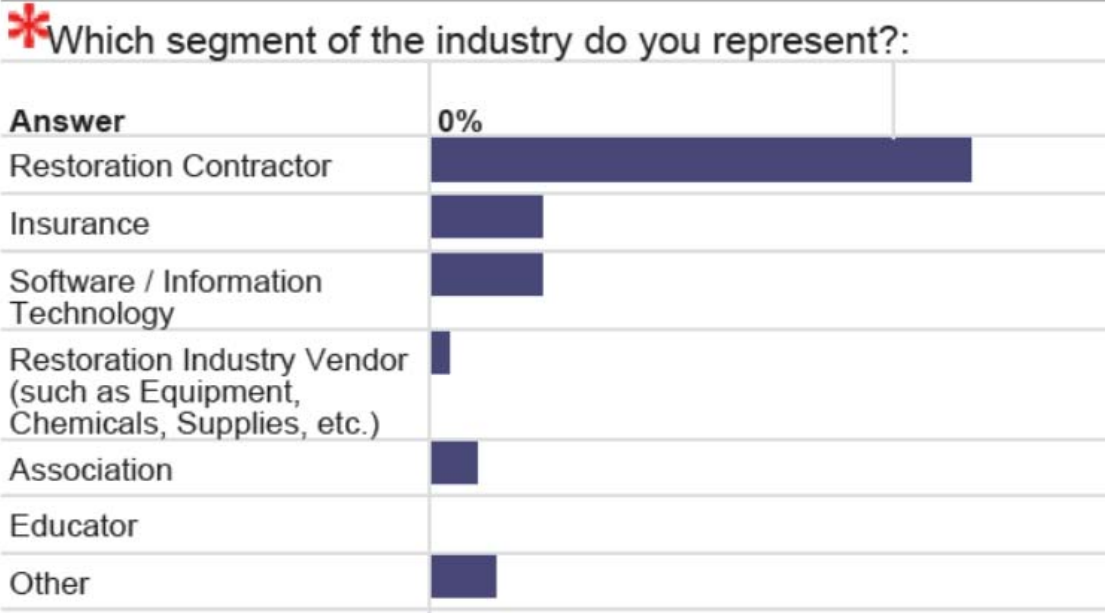


First, to the Survey!...

- Had about 50 responses, which showed some of the issues we've discussed at the meetings.

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First, to the Survey!...



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First, to the Survey!...



How important are the following qualities of a potential candidate for a position?

1 = Not at all , 2 = Slightly Important , 3 = Somewhat Important , 4 = High Importance , 5 = A Requirement



*The Bar Size is the weighted ratings by the number of total responses

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What are the most important aspects for hiring an employee?

- Are there Role specifics?

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What *should* a Consumer be looking for in a Contractor?

- What are their expectations as the standard of care?
- How does this equate to hiring qualities we look for?

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What *should* an Insurer / TPA be looking for in a contractor?

Where should emphasis lie?

- Insurance(s)
- Credentials / Certifications
- Background Screening
- Type of work capabilities?

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What *should* a Contractor be looking for in an Insurer/TPA?

Where should emphasis lie?

- Partnership requirements
- Administrative functions (software req.)
- Staff knowledge



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Questions?