



BUSINESS CHALLENGE

Founded in 1871, The Economical Insurance Group® (TEIG®) is one of the largest property and casualty insurance companies in Canada, serving customers from coast to coast.

TEIG recognizes that its employees are what make the difference and is invested in attracting and retaining the best talent in the industry. A desire to align learning with strategic business objectives made TEIG realize that one approach to developing its staff with respect to compliance was to create learning and development programs that addressed the company's unique philosophies, code of conduct and business needs. Such a program would also need to bring new employees, not familiar with the insurance industry, up to speed quickly.

ABOUT THE ECONOMICAL INSURANCE GROUP

Founded in 1871, Economical Insurance® is one of Canada's leading property and casualty insurance companies, providing security and support for customers and broker partners from coast to coast. Economical offers a wide range of personal, commercial, farm and surety products. Whether you're looking to insure your home, automobile or business, they have you covered. They've developed innovative products that meet the demands of your busy lifestyle. All their products are supported by a solid history, financial stability and fast, efficient service on claims.

HOW SKILLSOFT® HELPED

Working with Skillsoft's Custom Development Services team, TEIG's training developers created approximately 30 custom courses that parallel the company's products, services and code of conduct and made them available to all employees, with plans to add more in the upcoming years.

Using Skillsoft's Web collaboration tools, Dialogue™ and Dialogue Design™, the company leveraged its existing inventory of learning assets with live and on-demand learning capabilities. TEIG also used these tools for virtual onboarding sessions

For its more senior staff, TEIG offers Skillsoft's Leadership Channel®, Live and on-demand videos of leading business gurus and access to select Skillsoft Books content.

KEY METRICS

Equipping its work force with learning and development tools and resources, the company finds its employees are more productive, produce higher quality output and are **more satisfied in their jobs**

Recently, TEIG launched a book club using Dialogue's **virtual classroom environment**. The book club has been such a huge success that it has led to a longterm plan for hosting these discussion forums on a regular basis.

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 866-757-3177

