



## **Roundtable Discussion 1: The Good, The Bad and The Ugly of Remote Employees**

*Amanda Iverson, Julie Lattimer & Adam Pozek*

### **Roundtable Questions:**

1. How committed are you to making the remote work arrangement a success? Do you agree with the panel that a commitment to the remote workforce must be made? Why or Why not?
2. a) If you have not yet had any remote employees, what is your hesitation? Did the panel help you resolve any of your concerns?  
  
b) If you have already had remote employees, what has been your biggest challenge, are they similar to the panel's challenges?
3. Discuss training and management techniques and how they differ (or perhaps do not differ) for remote vs. traditional employees.

### **Additional roundtable discussion questions if the group has additional time.**

1. What practical expectations do I have for the remote EE? (Hours, schedule, what is going on at their house, etc.)
2. How will I need to change my management style for a remote EE?
3. How will I review; or what systems are in place to review a remote EE?
4. How will we work to keep the remote EE engaged in our company culture?
5. What technology is needed to ensure security/functionality/connectivity to maintain a remote EE?
6. Am I ready to hire new remote EE's or just transition those EE's I already trust to remote?



## **Roundtable Discussion 2: Mapping the Marketplace DNA: What is Driving Profit in TPA Practices?**

*Rod Bertino*

1. Who will buy your business, how will they value it and why should they pay a premium?
2. What is it that your firm does that your clients truly value (and how do you know)?
3. Who do you turn to for business advice/guidance on the strategic positioning and/or operational performance of your firm?
4. What are the attributes that you strive to maintain in your practice?
5. How does your firm determine success?
6. What can your firm do to impact that bottom line?



### **Roundtable Discussion 3: Contented Cows Give Better Milk – Your People...Your Profit**

*Richard Hadden*

1. Of the various "assignments" given during the presentation, what is one that you're going to go back and put into action right away?
2. How would you define Employee Engagement? What were some alternative expressions given for it during the presentation? How do you know it when you see it in an employee?
3. What are 2 or 3 of the most important drivers of Employee Engagement?
4. Describe specifically something you can do to help an employee see how his or her work matters and how it impacts the customer in your organization.
5. What are some specific ways that managers in your organization can show appreciation to employees?
6. One of the assignments in the presentation was to eliminate one "utterly stupid policy, system, practice, or habit that hampers the flawless execution of your mission". How can doing that contribute to Employee Engagement? And which policy, system, practice, or habit are you going to eliminate?



## **Roundtable Discussion 4: Why Cyber Security Is A Strategic Issue**

*Phyllis Newhouse*

1. What are the most threatening cyber challenges companies faces today? What are the latest trends and where are they coming from?
  - Talk about trends in different industries
  - Talk on it around CAT's perspectives and it hits more than retail
  - Talk on complexity of malware, volume of malware and lack of resources
2. With the broad media coverage of cyber security breaches, many company leaders are more aware of at least some of the risks. What is your experience on typical corporate readiness to prevent an attack? What steps are CEOs and Boards taking?
  - Talk about my experiences with the Federal Government and the recent changes
  - Address the media driven changes, what are they doing beyond
3. If a company has a breach, what steps do they need to take to address, inform, repair and protect?
  - Discuss what board members should do
4. Many business professionals view cyber security primarily as an IT concern. How do you see it?
  - Talk about this from all aspects of the business
  - Discuss the importance of the security incident response team
5. While most boards have an increased awareness of the need to have a strong cyber security capability, they're also still a bit intimidated by the complexity of cyber. What suggestions can you offer to improve transparency to the Board? What questions Board members should be asking?
  - CEO's and others need to understand this issue, even if you are not
  - Who, how, when what are the questions? Candid discussion with CISO
  - Comments about 3<sup>rd</sup> party vendors/ customer and supply chain
  - Why some boards engage a third party specialist to review their organizations plans
6. How should investors consider a company's Cybersecurity status? What information is available today? What information would you recommend companies make readily available
  - Talk about getting that done before the transactions