

# Arch Insurance uses Everyday Inclusion as an Extension of Their Learning & Development and HR Teams



A complete DEI solution for your business!

## At a glance

Operationalizing DEI requires a team effort, and Arch Insurance accomplished that with big results.

## Key Insights

Arch Insurance wove Everyday Inclusion into their existing programs and communication channels to ensure every team member feels included and that they belong. **“At Arch Insurance we really do want to build a culture of belonging and inclusion. The team at Everyday Inclusion has made it easy to use their solution to help us accomplish that.”**

India Montes, HRBP

“We have a fabulous class, but what's next? After you leave the class what are we doing to reinforce, to have something where people are able to think about it just in time or have every day? That's when we found Everyday Inclusion.”

Shannon Simon, AVP Learning & Development



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## CHALLENGES



After rolling out training in 2020 during the national reckoning on race, the Arch Insurance team was challenged with “what’s next?”. While the core training was important, they knew it was not enough to keep employees thinking and acting on inclusion and belonging. The HR and L&D teams partnered to develop strong programming yet were worried about adding “one more thing” for employees to do. They knew they needed something they could weave into employee’s everyday life that didn’t feel “extra”.

## SOLUTIONS



Shannon Simon, AVP Learning & Development said, “We found Everyday Inclusion and it was like the perfect marriage of having something in the palm of your hand that you can go to, that also has tips that come to you. It is very unintrusive. People can search and we love that it is anonymous. I can learn without feeling like anyone is judging me for what I research or what I may not know or understand..”

**From the very beginning of bringing the Everyday Inclusion solution to Arch Insurance, the L&D and HR teams created a learning and action integration strategy.** “There was a big need to have something that can keep us talking about inclusion but not get bored and not feel like we're doing it because HR or Compliance said so.” said Simon.

## OUTCOMES



### Increased Leadership Accountability

1

Arch Insurance is building accountability for new leaders and seasoned leaders to strengthen their inclusive leadership skills. Everyday Inclusion provides data, gamification and team prompts to transition from training concepts to tangible, ongoing, inclusive leadership behaviors.

2

### Created Ongoing Conversation about Inclusion

Arch Insurance has built a strong culture of communication. They have woven Everyday Inclusion into all their DEI communications: new hire onboarding, weekly newsletters, a dedicated Teams Channel, and more.

3

### Leveraged Content and Toolkits

Embedded Everyday Inclusion into their existing DEI courses and talent practices so it feels like a natural extension vs. an additional activity.