

## **Project Spotlight: Facilitating the Breakout Sessions at the Annual Executive Leadership Meeting**

*By Corporate Strategy & Research*

Every year, the top leaders of Liberty Mutual come together in November to recap the year—looking back on business results, accomplishments, and obstacles faced—and looking forward to next year’s priorities, focus areas, and goals.

During this event, members from Corporate Strategy & Research (CS&R) play a pivotal role in supporting the event and in facilitating breakout workshop discussions. This year, of course, we were not able to gather in person for the signature event. However, the need to come together as a leadership team was perhaps even more pressing than in the past. So, CS&R – along with our partners from across the company – took on the challenge of conducting virtual breakout sessions for Liberty Mutual’s first virtual ELM.

### **Conducting the ELM breakout discussions**

The breakout discussions are where CS&R makes its biggest impact, as all members of CS&R act as facilitators for the workshops. This year, with the virtual format, we made strategic changes in how we conducted the breakouts to get the most out of the virtual session. Some of those changes include:

- Utilizing smaller groups to improve the level of engagement and quality of discussion
- Leveraging technology including Zoom and Mural (an advanced white-boarding tool) to simulate the in-person experience
- Including more participants to increase the diversity of perspectives given the lack of space constraints in a virtual environment
- Selecting a limited set of topics with were broad, relevant and accessible for all leaders

With these changes, CS&R was able to conduct virtual workshops with our leaders across a variety of topics. The workshops were engaging, with a focus on driving open dialogues on participants’ experiences and perspectives.

### **Turning insights into action**

Moving forward, a CS&R team is consolidating and analyzing output from breakout sessions and meeting with the Executive Leadership Team to review output and debrief the success of the event.

