

INCLUSION IN ACTION eLEARNING CASE STUDY



Accelerating Collaboration
and Innovation
Across Differences



Challenge

At Liberty Mutual, we're committed to creating an inclusive work environment where our employees can be open to all people and possibilities and everyone feels that they belong.

We know this is critical to attracting and retaining high performing talent that can create a competitive advantage. But you don't build an inclusive workplace through D&I awareness alone. We saw a need to move our employees from awareness to action by building communication skills.

Action

We created Inclusion in Action eLearning, a video series that teaches 9 skills for communicating and collaborating across differences. It uses real-life scenarios to inspire and demonstrate how having more inclusive conversations and interactions can benefit a company and the individual. When practiced, these 9 skills enhance working relationships, leader effectiveness, and individual and team performance.



Employees have access 24/7 to the video series via company intranet site.



eLearning is now a part of every new employee's onboarding experience.



Resources that accompany the video series are available for all employees, allowing them to delve further into how they can **effectively practice these skills.**



These 9 skills are game changers. We can find talented people and bring them in, but if we don't create an environment where we hear every single voice then what good does it do us if we're not going to listen to them? And the only way for us to listen and hear is for us to be inclusive of everyone's style, their thoughts.

Myrna L. Estrada,
SVP, Field Executive, Central Region, Liberty Mutual

Outcomes

Leaders report that people continue to use and benefit from the skills long after watching the videos. Based on the successful use of the Inclusion in Action eLearning, Liberty Mutual has made this video series commercially available so that other organizations can benefit from its content and build a more inclusive workplace.



Liberty Mutual employees
rated the series an average of
4.6 out of 5 stars.



96% favorable
comments based on
completed surveys.