



## ANNUAL COMBINED LUNCHEON

DATE: Thursday, June 16, 2011 11:30am - 1:30pm  
LOCATION: Direct Checks/Deluxe, 8245 N. Union Blvd. 80920  
COST: \$22 CSSRM & ASTDPPC members; \$27 nonmembers

### TO REGISTER:

CSSHRM Members, Guests & Visitors: [www.csshrm.org](http://www.csshrm.org)  
PPC-ASTD Members, Guests & Visitors: [www.pikespeakastd.org](http://www.pikespeakastd.org)



# The Tale of 900 New Hires

If you have not been asked by your business partners or clients to help improve their new hire on-boarding process... you most likely will... and very soon.



For training & development as well as human resource professionals, this is a hot topic... and it will increase in focus as our economy improves and the competitive labor market heats up. You won't want to miss this opportunity to think through your own approach to how your company and/or customers integrate and retain new employees. You'll also have a chance to discuss and network on the topic with other Training and HR professionals.

## About Our Case Study:

From mid-2010 through February 2011, the Personal Lines division of Progressive hired 900 customer service representatives. This was unprecedented for a training organization that in some cases only had 3 trainers in a particular call center location. Challenges abounded, including how to make room for these new employees.

Roberta Yenc and Melissa King will reveal the partnership they built with Recruiting, Licensing, Work Force Management, Line Leadership and Training Leadership as they hired, trained, and delivered new hires to their permanent work group. Participants in this session will have a chance to learn from their mistakes, as well as many of their best practices they were able to set up along the way!

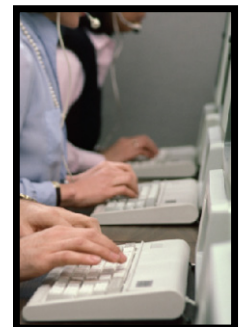
## About Our Speakers:

### **Roberta Yenc**

Employed with Progressive for 17 years, Roberta has had the opportunity to serve as a customer service representative, trainer and line supervisor for the company's Auto and Special Lines products. For the past 10 years, she has worked as a Training Manager in multiple capacities, first dedicated entirely to the Cleveland & Tampa Agency Processing organization, then exclusively to the entire Cleveland Processing and Phones organization which focuses on approximately 3,000 customer service representatives and leadership. Most recently, she has taken on responsibility for the Phoenix, Sacramento and Colorado Springs training organizations. Roberta is the process leader for the on-boarding of new hire customer service representatives within the Personal Lines organization. She is an active member of both SHRM and ASTD.

### **Melissa King**

Melissa has been employed with Progressive for 16 years, and has also had the opportunity to serve in many roles for the company, including: customer service representative, trainer, training consultant/instructional designer, line manager in for the evening customer service group. She presently is the training supervisor for the Colorado Springs site. Her group locally on-boarded over 250 employees over the last 10 months for both their Services and Sales organizations, as well as delivered multiple alumni courses to existing reps.



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