

# Insurance Operations Leadership Development Program

## START YOUR CAREER UNDER THE UMBRELLA

The Travelers Insurance Operations Leadership Development Program (IOLDP) is a challenging four- to five-year rotational program that employs a curriculum designed to accelerate the development of future leaders in Operations. Participants receive on-the-job training, technical and professional development, enterprise-wide networking opportunities and senior leadership mentoring.

The goal of the IOLDP is to attract and develop individuals with diverse backgrounds and prepare them for responsible leadership positions in Operations. Program participants acquire business skills and competencies that include a strong technical foundation in business and technology, as well as high-level communication, critical thinking, problem-solving and leadership abilities.

### Program components

The IOLDP offers rotational assignments across the enterprise, cross-functional project work and mentoring relationships with senior management. Our participants complete a minimum of three to four rotational assignments in various business segments and support organizations gaining first-hand experience and knowledge in:

- Customer experience
- Data analytics
- eBusiness
- Information technology
- Workforce optimization
- Operational effectiveness and strategy
- Field and frontline management
- Market research and development
- Organizational development
- Product and underwriting support
- Process improvement
- Project management
- Risk management

Each rotation increases in level of responsibility and complexity, and participants are required to complete a rotation that involves managing employees in a production-focused or business center location.

### Training and development

Participants attend classes taught by senior leaders on topics such as Insurance Principles, Actuarial Principles, Enterprise Controls, and Risk Management. Classes are meant to develop participants' understanding of Travelers and the insurance industry as a whole.

Other leadership coursework include classes on Emotional Intelligence, Presentation Delivery, Business Writing, Leading Teams, Managing from the Frontline and Project Management, just to name a few. IOLDP also hosts speaker forums and professional development days during which key business leaders give updates on company initiatives, as well as provide career guidance, to ensure participants are well informed to effectively grow their careers at Travelers.

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"Insurance Operations is a rapidly changing, challenging, action-oriented, and solution-driven organization. Life in the IOLDP is no different. Being a participant in the IOLDP is like driving a race car. It is fast-paced, exciting, and requires constant adaptation to the turns in the environment and competition. Like a race car driver, each employee is given the opportunity to steer to success."

– Christina

"The IOLDP opens up different opportunities to discover what your strengths are and what work you are most passionate about. It gives you a taste of what specific areas of the company do and how they all fit into the big picture. This provides participants with a unique lens of how the organization interconnects all of its critical components. This understanding of the business offers participants a large network across Travelers and the ability to effectively process improve, all while understanding the impact process changes can have on our customers and agents, as well as on other areas of the company."

– Kari

"The IOLDP has accelerated my development and career beyond what I could have achieved outside of the program. The structure, pace and support has pushed me into new experiences that have prepared me to deal with business challenges in today's fast paced environment."

– Damian



## Requirements

- Undergraduate or graduate degree with a preferred GPA of 3.2 or greater
- **Must** be able to travel and relocate
- Initiative and motivation to succeed with a focus on building a career
- Demonstrated leadership experiences
- Communication, collaboration, and leadership abilities
- Strong analytical and problem-solving skills
- Open to coaching and feedback
- Curiosity and ability to influence the status quo
- Related work experience, including internships, is preferred
- Legally eligible to work in the United States

## Suggested majors

Open to most majors, including:

- Business management
- Economics
- Finance
- Insurance
- Liberal arts and science
- Risk management
- Supply chain and operations

## Locations

Positions are available in Hartford, CT, St. Paul, MN and a number of field office locations. Participants are required to complete at least one rotation in a field office location.

## Summer internships

Our summer internship program provides qualified students with an excellent opportunity to obtain industry knowledge, receive valuable on-the-job technical training and learn about the many Travelers Operations professions. Interns are given challenging assignments where they have the opportunity to make an impactful contribution to the organization. Our interns are often considered as future candidates for our full-time program upon graduation from college.

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For more information about the Insurance Operations Leadership Development Program, visit **[travelers.com/StudentsGrads](https://travelers.com/StudentsGrads)**

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