



SUCCESS STORY

BIG DIVIDENDS USING INTERNAL ASSESSMENT EXPERTS

KEVIN WOLFE OF LEADERSWAY, INC. – CHAPEL HILL, NC

BY MATT HENDERSON

"It's amazing when the client finally sees the value and results that come from using the assessments, but it takes time. We invest a lot of resources into making that happen. The real value comes when they make us and the assessments a part of their culture," explains Kevin Wolfe of LeadersWay, Inc. His company has an ongoing engagement with Hub International Barton Insurance, a 600-employee, British Columbia based insurance brokerage firm.

"We're not in the assessment business, it's a valuable tool we use as a part of what we do," Kevin clarifies. "On the other hand, I don't work with a client unless they are willing to use the TriMetrix® assessments. It's malpractice not to use a scientific approach to talent management."

Ten years ago, Kevin and the team at LeadersWay introduced the company to the TTI assessment process for use in the selection and development process. The firm saw immediate results in the caliber of people they were bringing into the organization based on these assessment

results. LeadersWay set about using TriMetrix training to certify 13 key players within the Hub International Barton Insurance executive team, including the CEO, CSO, COO and CFO.

The next step in the process was that the executive team asked LeadersWay to take all 60 of their branch managers through the TriMetrix certification process, which is currently well under way. As a result, the organization takes ownership of the assessments and embraces the decisions that come from the results. Assessment usage is coming from the top down, rather than from the outside in, and this is the key to making talent management a part of corporate culture. At this point, no one gets in unless they take the assessment, and one of their TriMetrix certified experts signs off on it.

LeadersWay's relationship with Hub International Barton Insurance continues to grow, as does Hub's success and profitability. Hub is achieving spectacular results, thanks in part to their improved talent management efforts.