

Manager Spotlight: Teresa Headrick

Teresa Headrick, ITP, is Director of Training and Quality Review for Unum, and has held various positions throughout her career, including National Sales Assistant, Underwriting Specialist, Trainer, Manager, and Director. She began her career in insurance in 1977 as an Executive Secretary, and has since moved up the ranks steadily. She earned her ITP designation (Insurance Training Professional) from the Society of Insurance Trainers and Educators in 2005.

Teresa credits her mother and father, Clara and Tom Capps, as the connection for getting into the insurance industry. Her mother worked at Provident Life and Accident Insurance Company in the 50s as a Railroad Claims Rep. Her father's family were all railroad employees and Provident insurance policyholders. When Teresa's father went to downtown Chattanooga to file a Provident claim, Teresa's mother was assigned the claim. When dad came back to pick up his check, he asked mom out to lunch and, as they say, the rest is history.

Teresa is clearly a "people person," which comes out right away when asked what she likes best about her current position. "I like the interaction with all levels of employees from across the company," she is quick to say. "Being a learning professional is my favorite role."

Coworkers will tell you that Teresa's key strength is a keen understanding of Long Term Care Insurance, which is still fairly new and underutilized in the insurance industry. Her boss, Rhonda Lindsay-Muller, Vice President, IDI Business Operations, says, "Teresa is amazing as the head of our training department. She has applied the knowledge she has gained through SITE and always introduces new tools and techniques focused on Adult Learning into our training initiatives. It is not uncommon to have employees praise the training they receive and the capabilities of our trainers. This praise is directly attributable to Teresa's knowledge, experience, and abilities as a manager. Teresa is a primary contributor to our success and the success of our employees"

Teresa says that the person who most influenced her is the Executive Director



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of the Chattanooga Ronald McDonald House, Jane Kaylor. "Jane is a shining star who turned a personal tragedy into a community gem," Teresa explains. "Jane's remarkable ability to build something from nothing is a motivation in my professional and personal life."

Being acutely modest, Teresa had a difficult time talking about her success. But she did admit to "having a sense of humor," as a central element. As she put it, "I am able to laugh at myself, so I am always amused."

Teresa shied away from giving advice to anyone who doesn't ask it from her directly. However, she did offer this to new people and those who can sometimes get caught up in the stress of the job: "Remember that your behavior is the only thing you have control over. Period."

That fits into her overall philosophy, as well as the training she develops. Teresa will be a featured speaker at this year's Claims Education Conference in New Orleans in May 2010 (www.ClaimsEducationConference.com), with a session entitled "Motivating Employees: One Size Fits One."

Motivating people is a favorite topic of Teresa's. She looks for ways to inspire people to be their best, and reach for heights they might normally think is unachievable. When needed, she refers to her favorite quote, "He carried a ladder everywhere he went. After a while, people left the high places for him," by Brian Andreas.

Teresa's hobbies are sports (particularly University of Tennessee football and Atlanta Braves baseball); her dachshunds Bullet and Smokey; exercising; reading; and cooking. ■

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Streaming Video Making Its Way into Training Programs

The "Exceptional Claims Customer Service" on-line video program has begun to take root in some companies' training rollouts.

Horace Mann Insurance, coordinated by Jill Kilroy, AVP; Selective Insurance, coordinated by Jamie Martin, Trainer; Texas Farm Bureau, coordinated by Wendell Lambert, Claims Admin Manager; and Consolidated Benefits Resources, coordinated by Tanya

Curry, are just a few that have had their entire claims staff experience the value of this high-impact on-line training (www.claimseducationonline.com).

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