

CIGNA Government Services - 2011 Best Practice Sharing Day

Tuesday, May 17, 2011

8:30 – 3:00

Regions Center
315 Deaderick St.
Nashville, TN

CIGNA Government Services presents a day of sharing and learning, covering organizational strengths and best practices included in our 2010 TNCPE Excellence Award winning application. Participants are encouraged to ask questions regarding these practices and CGS' journey to excellence. Please see details of each session on page 3 of this document.

Schedule

8:00 – 8:30 a.m.	Breakfast meet and greet
8:30 – 9:00	CIGNA Government Services Introduction
9:00 – 9:50	We the People: Is your Mission Meaningful to Employees?
9:50 – 10:00	Break
10:00 – 10:50	Discover your Path: From Hoshin to Balanced Scorecards
10:50 – 11:00	Break
11:00 – 12:00	Business Continuity: Staying Afloat when the Water Rises
12:00 – 1:00 p.m.	Lunch and Q&A Session
1:00 – 1:50	Community Strategy – Make a Difference: Community Impact and Inspiring Employees
1:50 – 2:00	Break
2:00 – 2:50	Managing Organizational Projects: Realized Benefits of Innovation and Continuous Improvement
2:50 – 3:00	Break
3:00 – 3:30	Call Center Tour

Additional information on following pages

Dress

Business Casual

Parking and Additional Instructions

The Regions Center is located at 315 Deadrick Street in downtown Nashville.

[Google Map](#)

Please park in the public parking garage located in between Charlotte Avenue and Deaderick Street, directly across from Regions Center. Enter the main doors to the Regions Center. A CIGNA staff person will be in the lobby to direct you to the meeting room. Session will be held in the auditorium on the 2nd Floor.

If you need to contact us on the day of the event, please call Sue Alexander 615-594-7775.

Hotel Recommendations

Double Tree Hotel – Downtown Nashville *
315 4th Avenue North
Nashville, TN 37203
(615) 244-8200

Renaissance Nashville Hotel
611 Commerce Street
Nashville, TN 37203
(615) 255-8400

* The Double Tree is next door to the Regions Center

Session Topics

Mission, Vision, and Values – We the People: Is your Mission Meaningful to Employees?

This session will focus on the development and deployment of CGS' current Mission, Vision and Values (MVV). Based on feedback from our 2008 TNCPE application, CGS developed action plans to revitalize the MVV and strengthen overall deployment. In 2009, CGS utilized an employee focus group to vet ideas and provided this feedback to senior management. As a result, our current MVV is now meaningful to employees. We deployed the new MVV to managers at the 2009 Leadership Conference and check deployment through regular internal ISO audits.

Strategic Planning – Discover your Path: From Hoshin to Balanced Scorecards

CGS' Strategic Planning Process (SPP) is noted as a strength in the application, including Balanced Scorecard development and deployment, Operational Planning tools, annual Leadership Calendar and Leadership Conference. This session will focus on a discussion of the overall SPP and how it fits into our Quality Management System, as well as best practices incorporated in the SPP.

Business Continuity – Staying Afloat when the Water Rises

CGS' Business Continuity Plan (BCP) was also noted as a key strength in our application. Our experience with the 2010 May flood is a great story to tell. This session will incorporate a review of BCP development, and testing, as well as the BCP in action, focusing on our ability to meet customer requirements in the midst of a crisis situation.

Community Strategy – Make a Difference: Community Impact and Inspiring Employees

This session will center on CGS' overall approach to Community Strategy including how Key Stakeholder communities are identified, and employee engagement with these communities.

Managing Organizational Projects – Realized Benefits of Innovation and Continuous Improvement

This session will focus on CGS' Project Prioritization Workgroup (PPWG), which is often noted as a best practice. The PPWG monitors and allocates resources to ensure timely completion of projects and business action plans. The PPWG comprises senior operational and support managers from across the organization. They receive and evaluate project proposals and provide oversight to projects. The PPWG is well developed, deployed, and integrated into the SPP with results tracked on the BSC.