

STERLINGRISK VOICE

Integrity



Innovation

Collaboration

Care & Respect

Excellence

**October 2014
Issue**

This month's issue is sponsored
by PURPLE Reign

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EPIC LAUNCH!

10 23 40 14
DAYS HRS MINS SECS

OCT 13, 2014

Purple Reign... Simply Epic!

By Erin Sussman

During September, Purple Reign made it their mission to bring SterlingRisk "back to school" as painlessly as possible! As we returned from the Labor Day holiday and reluctantly said "Goodbye" to a great summer, we kicked off football season here in the office by wearing our favorite football teams' jerseys and eating wings!

The end of summer also brought an end to the TAM system at SterlingRisk. Although the month of Epic training wasn't always easy, Purple Reign tried to bring a little excitement through the lucky scratch-off game and made sure everyone had his or her school supplies! (How was that pop quiz, by the way? Ha Ha)



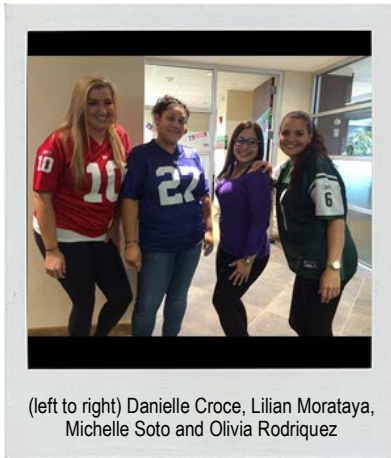
(left to right) Reid presenting Iris Puskarich with the Lucky Scratch-off prize.

SterlingRisk truly got taken back to school with the Social

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(left to right) Danielle Croce, Lilian Morataya, Michelle Soto and Olivia Rodriguez

Media 101 and 102 classes and the reveal of the SterlingRisk Yearbook. We all had a good laugh seeing our colleagues during their school days, especially the ones who had a bit more hair back then! Thank you to all who contributed a yearbook photo for this fun endeavor.

In a true showing of COLLABORATION, SterlingRisk raised over \$1,577 for Purple Reign's charity, Sunrise Day Camp/Sunrise on Wheels, to benefit this amazing organization during National Childhood Cancer Awareness Month. UPDATE: SterlingRisk matched the amount raised in raffles for a grand total donation of \$3,155.00. Thank you to all who supported the cause through the 50/50 raffle, scratch-off ticket raffle, and our Chinese Auction. Your continued enthusiasm and generosity each month is so inspiring!



Purple Reign wrapped up an incredible month with the Epic graduation on September 30th, complete with a dessert bar including: champagne, cupcakes, cookies, cake, and coffee. (Try to say that 5 times fast!) Thank you to everyone who took a moment of his or her day to come and celebrate everything we've accomplished this month!

"Unity is strength... when there is teamwork and collaboration, wonderful things can be achieved."

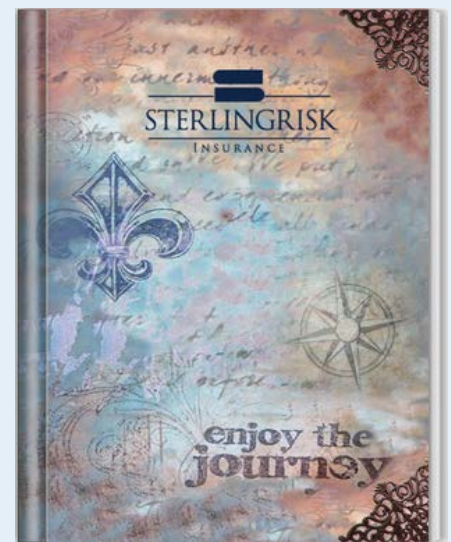
-Mattie Stepanek

SterlingRisk Digital Yearbook

If you haven't seen the SterlingRisk Digital Yearbook, yet, visit STRIVE.

We are sure you will enjoy flipping through the pages.

<http://spin:8082/strive/?p=705>



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Bizarre Work Behavior: what not to do!

Compiled from the Internet

Feeling At Home

"We had an employee who asked if he could ride his horse to work and park it in the garage."

"At my previous employer, an employee bought an RV, parked it behind the building, and slept there. He would shower at the office and keep his groceries in the lunch room. I occasionally arrived to work before 7 am, and I would find him sitting in the lobby wearing only his robe and reading the newspaper."

"Someone replaced the flooring in his office with sod, watered it, and used patio furniture to decorate."

"A programmer who had been working two days and nights straight got mistaken for a homeless person, and security tried to escort him out of the building."

Do Not Disturb

"One woman would schedule a conference room a couple times a week for her afternoon nap. You could see her walking down the hall with her pillow in hand."

"A friend spills paper clips on the floor and lies down for a nap with her feet at the door. If a colleague were to walk in, the door would hit her feet, and she would wake up, saying, 'Oh, sorry, I just spilled these paper clips and was trying to pick them up.'"

Birthdays

The following birthdays for this month:

3rd – Ben Phillips
5th – David Margulies
5th – Nicole Della Ragione
10th – Ruth Azzato
11th – Luan Burkholder
11th – Scott Chirls
11th – Yolonda Schofield
21st – Maura Martinez
25th – Mike Lou
26th – Jackie Mora
27th – Josephine Barbara
28th – MaryLou Peterkin
29th – Laura Donelan
31st – Robert Sperber

HAPPY BIRTHDAY!!!!

Rewards & Recognition Corner

Over the past month, we have two winners of the drawing of our S.H.I.E.L.D. VALUES Program, Stage 1: **Rachel Rapisarda** and **Craig Herbst**. You have shown that you are a true A-Player by living and mirroring the Values and Behaviors of the organization.



Olivia Rodriguez with Rachel and Craig.



Below is the list of recipients of the Values Care Cards for the past month:

Ruth Azzato, Pam Baione, Josephine Barbara, Helen Behek, Linda Brady, Sean Brennan, Brenda Cohen, Lauren Cooper, Susan Corva, Mary Beth Coursen, Carmine D'Angelo,

Doreen DiCicco, Bill Dixon, JoAna Dowd, Sandra Fuhrmeister, Colleen Gaitings, Lora Godsey, Karin Governale, Christian Gresalfi, Dianne Haines, Nicole Heise, Brenda Jacobs, Patti Kenny, Genie Klimkowski, Tammy Kuhl, Laura Laino, Charlene Martin, Maura Martinez, Jillian Menna, Jacqueline Mora, Lilian Morataya, Gina Murphy, Tom Murray, Leslie Nylund, Marylou Peterkin, Sebally Queylin, Donna Raab, Rachel Rapisarda, Steve Rosenberg, Steven Schiffer, Jeff Seisser, Venus Semper, Matt Stein, Dennis Sturtz, Erin Sussman, Nicholas Toscano, Jennifer Vaughan, Sherry Walters, Susan Warhurst, Robin Waring, Maureen Watchmaker, Anne Weingarten, Carol Wright

You all went above and beyond and showed **INTEGRITY**, **INNOVATION**, **COLLABORATION**, **CARE & RESPECT** and **EXCELLENCE**

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Thank you to all for your participation.





New Hires

Andy Alzate	Corporate Services
Matthew Auer	Legal
Harry Haridas	Marketing
Victoria Huestis	Large Commercial
Sharline Rogers	Accounting
Scott Sharfman	Marketing
Kimberly Testa	Legal
Barry Wolf	Sales (Florida office)

WELCOME TO STERLINGRISK!

Upcoming Events

- **Red** team events in October
- **Yellow** team event in November

Suggestion Box

Have a suggestion for the Values Communications sub-committee?

Have an idea for possible stories in this newsletter?

We want your ideas!

Email us:

valuescommunications@sterlingrisk.com

The Executive Corner

By: David Sterling

The summer is over, and autumn is slowly taking shape. And what a Purple month it's been. Working to help celebrate the EPIC rollout was a brilliant stroke. By all accounts it was a huge success. Many of you have worked tirelessly and relentlessly to get this project done, so it was fitting for the Purple Team to recognize that effort. Raising the funds to support Camp Sunrise was also a worthwhile endeavor. We will have helped enhance the summer camp experience for so many deserving young people.

Meanwhile we have been very busy. On all fronts our values based culture initiative has been moving forward. We have been attracting A players and they have been taking up their roles all over the office. So many new faces, with great talent and who share our values.

Amazing feats of teamwork have been breaking out all over. Wendy Newman recently landed a very large account. She credits the marketing dept and Susan Warhurst teaming with her in bringing the account home. However, once we had the account we needed to produce thousands of ID cards and certificates. We took the account from Willis who has work centers dedicated to such large demands. The pressure was on. Everyone pulled together to get the job done in just a few days. In the end, the client remarked that our performance blew away that of Willis on all measures. In fact, the only errors they found were their own, as opposed to the amount of errors Willis committed each renewal. This is the way it's supposed to work. A talented producer working day and night to build her networks, qualify the accounts so that they are tee'd up for marketing, teaming up with the best A players to maximize our ability to deliver, and being recognized for delivering best in class service.

Today is the future for SterlingRisk!

Home Sweet SterlingRisk

By Tammy Kuhl

In 1986, social psychologists McMillan & Chavis formed this theory that has become the most widely accepted understanding of how communities work. They called it the "Sense of Community."

They described their theory in one sentence:

"Sense of community is a feeling that members have of belonging, a feeling that members matter to one another and to the group, and a shared faith that members' needs will be met through their commitment to each other (McMillan, 1976)."

I committed a faux pas recently was not insurance-related. To soothe my embarrassment, a producer said to me, "What are you worried about? We are all family here." I won't name the producer because I would like you to imagine any one of them saying that.

I allowed that comment to sink in, and I felt its resonance course over me. A happy side effect of living our values and all that entails is the sense of community that it has created amongst us.

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Here is what some of our employees have to say about that:

Laura Laino expressed how pleased she was with Purple Reign's efforts to make the EPIC training fun, which was a daunting feat. She was especially touched by the graduation ceremony, where they gave her flowers.

Venus Semper said that she simply loves the sense of camaraderie that exists. Everyone knows your name. (Kudos to the Green Berets and their photo shoot, which made our world wonderfully smaller)

Grace Colquhoun received wonderful feedback from a wholesaler on the changes he has noticed at Sterling. He said that SterlingRisk is somewhere that people now gravitate towards. He was happy to see the change and was pleased that we are now attracting employees that will add value to our company.

MaryLou Peterkin says: "Although new ideas take time to nurture, at SterlingRisk it is encouraging to see how some people have reached higher standards in caring, helping, becoming cognizant of others and striving to do their best. As people jump on the Values bandwagon, others see the positive difference, which promotes positive energy within the office environment. These values filter through everyday life promoting higher standards of healthy living overall. As they say, "Rome wasn't built in a day". Important accomplishments take time and we will become a more highly valued and happier business environment with *everyone's* help one day at a time!

An employee who frequently goes above and beyond, who didn't want to be named said: "I firmly believe in this place that we are all here to help each other. I like the people here and so long as we uphold the values to all the levels of employees it will continue to be that way."

Speaking personally, I have been here less than a year. I feel a deep connection to the heart of Team SterlingRisk, its people, that I never could have imagined when I began my journey here. That wouldn't be possible without the vibrant expression of **INTEGRITY**, **INNOVATION**, **COLLABORATION**, **CARE & RESPECT** and **EXCELLENCE** shown by all.

Word Find

Have a little fun and find these words in the scramble.

D	U	N	W	I	N	S	U	R	A	N	C	E	S	T
S	A	P	O	K	P	R	O	D	U	C	E	R	S	E
A	N	B	Y	I	L	D	R	C	Q	F	E	P	P	H
S	O	S	K	V	T	L	E	G	A	K	I	E	O	X
M	S	E	S	N	T	A	V	E	O	N	C	M	D	O
L	H	U	I	J	D	M	R	R	F	N	Y	Q	W	Q
V	Y	L	R	T	Y	V	B	O	E	S	U	W	R	K
C	L	A	G	E	V	J	G	L	B	F	L	E	T	O
Z	L	V	N	O	T	G	L	D	S	A	S	N	D	X
V	F	C	I	B	X	E	F	B	Q	P	L	Y	N	C
S	V	C	L	G	C	L	O	U	E	E	O	L	F	Q
M	E	T	R	X	K	R	K	C	F	M	E	U	O	P
R	U	L	E	N	O	I	T	A	V	O	N	N	I	C
J	W	Z	T	B	A	Y	T	I	R	G	E	T	N	I
R	V	Y	S	H	G	P	C	A	R	E	P	L	Q	M

INSURANCE
VALUES
INNOVATION
EXCELLENCE
INTEGRITY
CARE
RESPECT
COLLABORATION
STERLINGRISK
BROKERS
PRODUCERS
BOR
VOICE

Words to Live By

"Expect trouble as an inevitable part of life. When it comes, hold your head high, look it squarely in the eye and say 'I will be bigger than you. You cannot defeat me' --Ann Landers

"The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor." --Vince Lombardi

Social Media 101

Four Reasons to Create A LinkedIn Account

Contacts: LinkedIn can be a place where you store all of your business contacts. Consider it a digital rolodex with unlimited potential. You can reach out to all your connections from the comfort of a chair.

Groups: You can join industry related groups, where you can ask questions or post comments. You can even establish yourself as an expert in your field through LinkedIn. If you're a beginner, you can ask advice from industry gurus.

Sharing: You can share articles and news with all your followers. SterlingRisk posts new articles regularly and it is easy to share.

Events: Many users post events through their LinkedIn profile. These events can be seen publicly with the opportunity to sign up for them right on LinkedIn.