



Article from

The Stepping Stone

February 2016
Issue 61

Leadership Inspiration: Humility and the Power of Actions

By Tamar Miller

Editor's Note: In the Leadership & Development Section's Leadership Inspiration Contest, entrants were asked to tell us what inspired them to be a better actuarial leader. Here is an entry from the "Leadership Quote" category.

An April 30, 2014, article in *The Wall Street Journal* titled "Is This the Hardest Job in America? Actuaries Struggle to Cope with the U.S. Health Law as Guidelines Change" described the challenges insurers face under the new health law and the subsequent burden placed on actuaries in particular to try and predict medical costs and set premiums without sufficient data on enrollment, member behavior and new tax laws. There is no doubt that while regulators, insurers and the general population attempted to navigate the labyrinth of new policies and procedures of the Affordable Care Act, it was, and continues to be, actuaries who stand out as leaders.

I believe, though, that it is not the difficult or puzzling environment encompassing our work that possibly awards actuaries the hardest job in the country. Rather, it is the role of serving as a leader.

"A leader understands that he or she is no better than the people that they lead. They are a person with no greater value or weight than anyone else that they lead. They also have to understand that even though they are not more important than the people that they lead, their actions are more important. People are watching them and taking a cue from the way they act."

—Patrick Lencioni, best-selling author of books on business management

This quote reminds me that it is not a title, associateship, or even fellowship that distinguishes us: it is our actions. How we, as actuaries, respond to challenging situations and how we build an infrastructure for a successful future are some of the important actions that professionals around us see and on which they look to us for guidance. It inspires me to be a better leader. It inspires me to be a better actuary. ■



Tamar Miller, ASA, MAAA, is an assistant actuary at EmblemHealth, responsible for large group HMO pricing. She can be reached at tmiller@emblemhealth.com.

