



SOCIETY OF ACTUARIES

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THE COMPLETE ACTUARY

Management Committee: Our mission, your interests

by John Hadley

The full name of our committee is the Society of Actuaries Committee on Management and Personal Development — quite a mouthful. Our stated mission:

This committee is to plan, implement, and actively promote educational programs on management and business skills for members.

During the six years of our existence, we have fulfilled this mission primarily through our "The Complete Actuary" series in *The Actuary* and sessions at SOA meetings.

In "The Complete Actuary" series, we have written articles on personal skills such as time management and understanding personality styles and on management issues such as mentoring and reengineering. Two new articles in the series appear in this issue. A bibliography of our 22 articles is available online in the new Society of Actuaries electronic bulletin board, Actuaries Online. Please call me at 908/562-2473 for a copy if you don't yet have access to Actuaries Online.

We have designed two to four sessions at each SOA meeting on topics such as effective listening, paradigm shifts, ethics, and management Disney-style. We have also sponsored a Senior Executive Officer Forum at each of the last two annual meetings. Look for a third at this year's Chicago meeting.

During the past year, our committee has solicited your input in various ways. We encourage attendees at each of our management sessions to complete an interest survey form, and we have surveyed the members of various actuarial clubs.

We received 30 responses to our topic survey in the June 1993 "The

Complete Actuary." The most popular topic in this survey was project management, with 17 responses. The rest, in descending order, were team building (14), planning and goal setting (12), performance assessment, feedback, coaching (11), reengineering (8), Management 101 for new FSAs (7), effective presentations (6), and effective writing skills (4).

Other write-in responses included staffing, balancing work load and study time, community building, personality styles, assertiveness training, and Management 101 for new ASAs.

Of the 30 who responded, 28 said they would be interested in attending a one-day seminar, and 23 said it should be in conjunction with a spring or annual meeting. Only 4 responded "yes" to the question of whether they would be more likely to attend if held with a three- to four-day technical seminar.

The Actuaries Club survey added to the list of topics — managing actuaries, measurement of actuarial productivity, selling ideas, and negotiating. Many clubs had sponsored presentations on management topics.

The forms completed at the SOA meetings added to the list — marketing skills for actuaries, coaching, public speaking, delegation and accountability, stress management, effective presentation of numbers and graphs, team empowerment, report writing, business plan development, and planning.

We appreciate your interest and support. Any input you might have on these or other session or article topics, or on any other activities you think might be appropriate for our committee to undertake, is welcome. I hope to see you at upcoming meetings, or to hear from you over Actuaries Online.

John Hadley, vice president and actuary at Commercial Life Insurance Company, Piscataway, New Jersey, chairs the SOA Committee on Management and Personal Development.

Anyone feeling funny?

In the April issue of *The Actuary* ("To our readers"), we mentioned we would explore the possibility of an extra summer issue devoted to the lighter side of the actuarial profession. Budget and time constraints made us defer this special issue this year. But we haven't given up yet.

We are considering appointing a special editor for a single humor issue. This would require several contributions from our readers, both in ideas and in items to be published, original or otherwise.

We need your comments:

- Is the concept of a humor issue workable? Does it "work" for you?
- What materials should be included? (Articles, cartoons, puzzles, amazing-but-true stories and/or references to actuaries or insurance)
- Do you want to participate?

Send your comments to the Humor Editor, c/o *The Actuary* at the SOA office.