

GB-Rockville rides 'The Energy Bus'



(L-R) Genise Thomas, Workers Compensation Supervisor, and Jeanette Franze, Branch Manager, show their support for the Energy Bus.

Earlier this year, GB President Scott Hudson invited all of his staff to ride "The Energy Bus." The GB-Rockville team took on this invitation and worked with their client, Montgomery County (Maryland).

The Energy Bus is a book written by Jon Gordon. The book goes over the 10 rules to fuel life, work and team with positive energy. "GB offices all around the globe are reading the book, and the enthusiasm and energy is visible everywhere you look," says GB Vice President, Human Resources Chris Neigel.

At the Rockville office, employees work very hard to meet the exact and very specific claims adjusting service requirements of their client, Montgomery County. Montgomery County actually encompasses multiple clients, including the county's police departments, fire departments, EMTs, schools, public works and attorney's office.

Everyone in the office was assigned the task of reading *The Energy Bus*. Then they broke up into five teams. Each team was asked to apply two of the "10 rules" to build upon current levels of service, delivery, role performance, branch culture, team communications and interpersonal skills. Then each team had to present what they had learned to their branch counterparts.

Their client and vendor also partnered with the office by reading the book and attending all branch meetings. In the end, the client listened to all the suggestions that were presented and made changes to its program, which was to everyone's benefit.

"This was a true demonstration of partnership using 'The 10 Rules for the Ride of Your Life!'" says Chris.