

WEBVTT

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Kara Snyder: Chord. And is that good on your end?

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00:00:04.800 --> 00:00:05.650

Nicole Eisenrich: Yep.

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00:00:06.180 --> 00:00:08.400

Kara Snyder: All right. Well, here we go.

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Kara Snyder: Hello, and welcome to the podcast of podcast produced by the College of Applied Science and Technology at Illinois, State University. I'm. Your host, Kara Snyder, and I serve as the assistant Dean of marketing communications and constituent relations for the college.

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00:00:23.130 --> 00:00:39.809

Kara Snyder: Each episode we're sitting down with an alum of the college, and today we have a chance to talk to. Nicole Isa rich. Nicole is a health sciences alumni, and currently serves as senior risk, control, consultant and area. Vice President for Gallagher. Welcome and thank you for being here.

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00:00:40.980 --> 00:00:43.969

Nicole Eisenrich: Thanks, Kara. I'm happy to be here today with you.

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00:00:44.160 --> 00:00:48.559

Kara Snyder: So let's start at the beginning. Why did you choose? Isu.

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Nicole Eisenrich: So i'm. Prior military, and in the State of Illinois we have what we call the Ivg or the Illinois veterans grant. So, in order to use that benefit, you do have to go to a state-funded school, so it was narrowed down pretty quickly for me.

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00:01:07.470 --> 00:01:21.659

Nicole Eisenrich: Um Illinois State University is as we all know, right there in the middle of the State in every direction, snack, dab in the middle. So it made sense for me to be back home in Illinois and go to Illinois State University,

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00:01:22.200 --> 00:01:36.430

Kara Snyder: and Nicole. I always like to ask everybody how they pick their major. But i'm particularly interested in hearing about your selection, because your major is considered by some to be a discovery, Major.

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Kara Snyder: You know It's not one that students necessarily hear about when they're searching for colleges. So i'm really curious how you ended up where you did

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Nicole Eisenrich: so, being occupational safety, Major. Um. It is considered a a discovery, major, and the only reason I honestly knew about it is because I do have an older brother who does exactly the same thing that I do.

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Nicole Eisenrich: So I had prior experience. Um. I had come home on leave a couple of times, and gone out with him to see what he does on a daily basis. And when I found out that you could work from home,

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00:02:13.570 --> 00:02:31.410

Nicole Eisenrich: uh which now it seems like an everyday norm, but back then it wasn't. So, working from home, you know you set your own schedule. You go out and you meet with clients, and you see all sorts of different operations, and uh, all sorts of businesses around your area. It was definitely intriguing to me from that point.

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00:02:32.490 --> 00:02:44.390

Kara Snyder: And what do you miss most about your time on campus? So you finished your time in the military you come to normal. Uh that had to be such an experience for you. Tell me what you miss about it,

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00:02:46.890 --> 00:03:03.599

Nicole Eisenrich: so I think what I miss most about the campus is the quad, and that's probably going to be everybody's answer. It's pretty unique to the University. Um, I do work with interns, so I've gone to a lot of college campuses and University campuses across the country.

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00:03:03.610 --> 00:03:12.089

But the quad is something I do, miss. Whenever i'm down at Isu I always make sure I walk the area just because it's a good time to reminisce.

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00:03:13.240 --> 00:03:27.890

Kara Snyder: I love that. My favorite thing about the quad is when you hit that point sometime in April, when there's just students all over playing Frisbee hanging up hammocks. And all of a sudden, you know, spring is here that is just the best.

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00:03:28.520 --> 00:03:38.489

Nicole Eisenrich: Yeah, it's. It's the energy that's out there, whether it's full of people, or if it's silent, because, you know, exams are going on, it's just the pure energy of the quad.

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00:03:38.640 --> 00:03:40.450

Kara Snyder: Absolutely

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Kara Snyder: so tell us after you finish, I issue what was that initial job search like for you? You know. I know today's Occupational Safety students are required to complete an internship. Is that something you had to do? Or is that a newer requirement?

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00:03:58.470 --> 00:04:12.260

Nicole Eisenrich: The internship was required when I was graduating, and it really was my my one and only step into an experience that was related to what I wanted to do, you know, quote unquote when I grew up.

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00:04:12.340 --> 00:04:16.200

Nicole Eisenrich: So it was the initial job. Search

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00:04:16.399 --> 00:04:31.600

Nicole Eisenrich: was a little bit more difficult back in the day, you know, the Internet was kind of new. I just barely purchased my first computer and just knowing who was even going to hire me outside of the insurance world. It was all new. It was

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00:04:33.090 --> 00:04:41.880

Nicole Eisenrich: pretty overwhelming, right. And I think I definitely appreciate the fact that my brother was there to be somewhat of a guidance along the way.

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Kara Snyder: So what was your first entry level, Jack, where did you end up?

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Nicole Eisenrich: I ended up in St. Louis at an insurance brokerage firm,

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00:04:53.870 --> 00:05:02.149

and when I made it to the west side of the Mississippi. I swore that I would never come back to Illinois or any other

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00:05:02.270 --> 00:05:03.480

Nicole Eisenrich: State that was

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00:05:03.580 --> 00:05:12.490

Nicole Eisenrich: east of the Mississippi, and lo and behold that didn't hold true, but I did start off in St. Louis with a brokerage firm.

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Kara Snyder: So give us kind of the cliff notes version. How did you end up from starting from there to where you are now a senior risk control consultant and an area Vice President, you know. I'm sure you had some. There's a story there.

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00:05:30.660 --> 00:05:36.840

Nicole Eisenrich: Oh, yeah, there's There's definitely the story. And the Cliff notes version is

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00:05:37.390 --> 00:05:53.479

Nicole Eisenrich: basically It's a lot of hard work that corporate ladder is no joke. So starting off right out of college. You don't really know much of what you're going to encounter, so it's a it's a learning process the entire way. And for me in the world of insurance.

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Nicole Eisenrich: It was a discovery process also of what exactly I wanted to focus on. So I knew I liked construction from an early start in my career. So that's pretty much where I stayed. And with that it took me to the carrier side,

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Nicole Eisenrich: where I did work with all lines of business meaning, you know, property, work, comp liability, and so on. And I did still focus on the construction and the contractors.

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Nicole Eisenrich: It was a good experience to understand all lines of insurance, and then I moved to work Comp.

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Nicole Eisenrich: Because ultimately the sprinkler system can protect your building. But I was really more concerned with protecting the people and the employees, and making sure that they could, you know, come to work the next day and not be injured at work. So I did take a job with the monolithine work comp carrier.

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Nicole Eisenrich: Then from there I went to the captive side. It's a whole different realm. So if

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Nicole Eisenrich: you don't understand insurance, Captive insurance really is like a self insurance or a self insurance pool, and it's typically everybody in there has the same type of business, but they manage their own risks firsthand,

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00:07:12.400 --> 00:07:18.149

Nicole Eisenrich: so they pay that first dollar, and it was an experience, because in the captive world You can't

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do a lot of the business on us soil, so we would have board meetings um off us soil so around the world.

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Nicole Eisenrich: Boo-hoo! Right, so I would go to Cayman Island. We went to Costa Rica,

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Nicole Eisenrich: Dominican Republic, um Canada several times. So it was. It was an experience, and I liked that world travel, but

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00:07:45.060 --> 00:07:46.690

Nicole Eisenrich: it really was

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00:07:47.470 --> 00:07:50.740

Nicole Eisenrich: challenge in that, you know. Um,

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00:07:50.940 --> 00:08:05.329

Nicole Eisenrich: if you go to Canada one month or one week out of the month, and then you turn around and go to Cayman like if you do that in November. You're literally wearing a parco one week and a swimsuit the next, and that back and forth.

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00:08:06.570 --> 00:08:16.650

Nicole Eisenrich: It was not my lifestyle. After about a year year and a half I had to. I had to step away from that, and that's where I found myself here at Gallagher, where I am

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Nicole Eisenrich: senior risk control, consultant abp for the Midwest Great Lakes, and I do specialize in construction. So with my background of understanding all the lines of insurance



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Nicole Eisenrich: um focusing on work, comp, and construction, and then also understanding the captive world, it really did set me up for success to be back at the broker side or at the agency side, and having the position of a Ab. And Senior Birth Control consultant. So

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Nicole Eisenrich: it's a variety of things that I tried along the way to get me,

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Nicole Eisenrich: strangely enough, right back where I started on the agency side, but I had to make sure I liked what I liked.

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00:08:59.640 --> 00:09:29.629

Kara Snyder: Well, thank you so much for sharing. That's super interesting. Uh It's something that stood out from me, as you know, you talked about the travel which initially initially sounds very glamorous, right? And sounds like you were going to these beautiful locations that you wouldn't have otherwise gotten a chance to see, and that's fantastic. But then you saw that that wasn't working for you. So let's talk a little bit about um work life, balance, and how you know when to be an advocate for yourself in a situation

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like that

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00:09:33.230 --> 00:09:41.370

Nicole Eisenrich: work-life balance, and at that time where I was traveling all the time. It did not exist, and I had to have

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00:09:41.450 --> 00:09:44.870

Nicole Eisenrich: friends and family literally. Tell me

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00:09:45.220 --> 00:09:48.409

Nicole Eisenrich: Um! So. We haven't seen you lately.

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00:09:48.610 --> 00:09:50.090

Nicole Eisenrich: Are you alive.

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00:09:50.230 --> 00:09:55.960

Nicole Eisenrich: Where are you now? Like those sort of questions kept coming through, and I was like, Oh,

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00:09:56.060 --> 00:10:02.980

Nicole Eisenrich: I guess I am kind of always working and always traveling for work on the weekends,

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Nicole Eisenrich: never really able to recover those days. So

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00:10:07.130 --> 00:10:26.109

Nicole Eisenrich: for me it's when the family and friends have to, you know, unfortunately get to the point where they're intervening and questioning. Where are you? Are you alive? That's when I know it's gotten too far, and I, Kara, I really should know before that. But it's it's difficult because you get so

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00:10:26.120 --> 00:10:33.930

Nicole Eisenrich: um involved in what you're doing, and it just it. The outside world just seems to become blurry

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00:10:35.060 --> 00:10:50.690

Kara Snyder: well, and I think when you derive some energy from your Jack too, it can it? It's motivating right, so it is hard to step away from that. But I think how lucky for you to have that support system that's willing to talk to you about that, and

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00:10:50.700 --> 00:11:05.680

Kara Snyder: um help you find the right fit for you. So it sounds like you got a lot of experience and short amount of time, and, like you said, Now you ended up kind of back where you started, but you got to see some of the other side, too, which I think is super interesting.

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00:11:05.780 --> 00:11:12.940

Kara Snyder: So tell me now that you're at Gallagher. What does a day in the life look like for you? You know we

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00:11:12.960 --> 00:11:23.659

Kara Snyder: we'll surely have health sciences, students listening to this, but also some students faculty staff from across the college and university. So how would you describe your job to somebody?

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Nicole Eisenrich: So in the world of risk control or lost control on the insurance side. I typically work from home, and if i'm not working from home, I work with clients, but

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Nicole Eisenrich: on the brokerage and agency side. You kind of have to understand a little bit more about what we do. So every business you look at, whether it's the gas station, the hospital, or a contractor in the world of construction. They all need insurance,

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00:11:54.510 --> 00:12:12.410

Nicole Eisenrich: and typically those businesses, or those companies can't buy direct from the carriers so they can't go to travelers or to Hartford, or to any other commercial carrier, and just get insurance. So we, on the brokerage side or the agency side,

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00:12:12.420 --> 00:12:22.790

Nicole Eisenrich: we provide that link, and we match the client with the right carrier, and specifically for risk management or risk control. For what I do

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Nicole Eisenrich: does come back to what services the carrier provides that would be a good match for the client. And what exactly the clients wanting to focus on, And if they are wanting to just pay the cheapest price Are they wanting the most services?

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00:12:38.270 --> 00:12:40.869

Nicole Eisenrich: Um! And it really is connecting that

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Nicole Eisenrich: those two together,

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Nicole Eisenrich: and then

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Nicole Eisenrich: for risk control, it really is about safety. So if you think of Osha and all the Federal regulations that are out there to keep employees safe,

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00:12:54.820 --> 00:12:56.730

Nicole Eisenrich: A lot of what I do is help

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Nicole Eisenrich: companies comply, but also be the next step above right. They want to be better than the rest. So they're constantly wanting to improve, and they constantly want to know what else they can do, so I connect them with vendors that have products and services that will take them to that next level.

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Nicole Eisenrich: And then I also go out and evaluate. I do. Specifically. I go to Job Site construction job sites

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00:13:24.080 --> 00:13:37.930

Nicole Eisenrich: and see a little bit of what they do on a daily basis, and make sure that they are keeping their employees, states that the employees know how to stay safe, and that they are provided the proper personal protective equipment or ppe.

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Nicole Eisenrich: So that's that's kind of what I do. Um, every day is a little bit different, which is why I like what I what I do, and every day is a new challenge. You know my book of business

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00:13:49.970 --> 00:13:52.280

Nicole Eisenrich: revolves and ebbs.

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00:13:52.320 --> 00:13:58.320

Nicole Eisenrich: Getting to know my clients is, you know, something else that I kind of like with what I do,

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00:13:58.620 --> 00:14:01.399

Nicole Eisenrich: and it's it's every day is just something new.

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00:14:02.120 --> 00:14:09.490

Kara Snyder: Yeah, I'm sure that keeps it interesting. Is that your favorite part of your job, or what do you consider to be the favorite part?

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Nicole Eisenrich: So it's the relationship building. Um, I've been here with Gallagher for just over five years, and some of my clients that I have I've had from day one so getting to know the company, and where they were five years ago, and how they have evolved to where they are now,

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00:14:29.430 --> 00:14:41.829

and the people that I've gotten to meet along the way within that organization. So building the relationship getting to know the clients and assisting them with getting to that next level,

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Nicole Eisenrich: and then helping them reduce their injuries and their losses and their claims like I like seeing them achieve, and I like being part of that process with them.

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00:14:55.240 --> 00:15:02.460

Kara Snyder: That sounds very rewarding. So on the flip side, let me ask you what is the most challenging thing about your job.

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Nicole Eisenrich: So I think ultimately it's always difficult to get a new client, you know, not new to getting insurance, because they all need that. But somebody who is new to me, getting them to understand

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00:15:17.430 --> 00:15:37.220

Nicole Eisenrich: that safety does go hand in hand with production and getting them to see that if your safety is a top priority, that production and you know, overall business achievements kind of fall into place, it really is the culture, and you know,

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00:15:37.410 --> 00:15:43.869

Nicole Eisenrich: staging that culture to be something that does prioritize safety. That's usually the most challenging part

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00:15:44.670 --> 00:15:57.760

Kara Snyder: that makes sense. And I know you mentioned that you worked with interns. So tell me, what are you looking for in an end term? What does it take to have an intern be successful when they work for your company.

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00:15:59.930 --> 00:16:18.850

Nicole Eisenrich: You know it. That's a really good question, because in the world of what we do here at Gallagher and specifically in risk control. We're we're not building the space station right? We don't literally need those rocket scientists. We just need somebody who is self motivated,

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00:16:18.860 --> 00:16:35.289

Nicole Eisenrich: and it has good time management, and ultimately is coachable. Um! I do provide feedback to interns, you know, halfway through their internship, and then recap at the end. And those are usually things that i'll focus on with them is how to be coachable one hundred and fifty,

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00:16:35.300 --> 00:16:39.149

Nicole Eisenrich: and how to get the most auditor internship

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00:16:40.170 --> 00:16:57.730

Kara Snyder: that's so valuable. That's fantastic advice, and I know right now that you are serving on the Advisory Board for the Occupational Safety and Health Major in the Department of health sciences. Tell me what it's like now to be giving back to. I issue as an alarm in that capacity



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00:16:59.810 --> 00:17:13.039

Nicole Eisenrich: I absolutely love it. I'm actually the chair on the Advisory Board just as of a couple of months ago, and I love it. If I could have thirty six hours in the day, I'd give away more

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00:17:13.060 --> 00:17:15.210

Nicole Eisenrich: of my hours to LSU,

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00:17:15.440 --> 00:17:19.829

Nicole Eisenrich: and I like being involved with the

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00:17:19.990 --> 00:17:34.420

Nicole Eisenrich: uh faculty as well. So I was just down on campus a couple days ago, I think last week I was down there on Wednesday, and I sat in and was in front of Amy's class, Amy Timmerman,

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00:17:34.620 --> 00:17:43.800

Nicole Eisenrich: and you know, told the students a little bit about what I do for a living, my career path, and then, of course, told them about the Gallagher internship opportunity.

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00:17:45.040 --> 00:17:57.190

Kara Snyder: Well, thank you so much for spending time with our students, and I know we cannot do what we do in the classroom and on the campus without alumni like you. So thank you for giving your time and that way. I think that's really important.

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00:17:57.240 --> 00:18:05.670

Kara Snyder: Uh, we will go ahead and finish today with a speed round. So I have questions for you, and I want you to just go with your first instinct.

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Kara Snyder: So, Nicole, are you a morning person or a night out.

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00:18:09.770 --> 00:18:19.530

Kara Snyder: Oh, night owl all the way. Is that a carryover from college? I imagine that served you all while while you were here on campus?

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Nicole Eisenrich: Ah,

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Nicole Eisenrich: maybe a little bit, but it's more of the night time. I think people find their own things to go do so. They kind of leave me alone, and I can focus my time right? A little bit more of yeah relaxation, I think, in the night time.

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00:18:38.370 --> 00:18:44.270

Kara Snyder: That makes sense. So then, if you're not a morning person. Is it coffee or tea for you?

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Nicole Eisenrich: So it's definitely coffee, and i'm actually a little bit of a coffee snob I recently

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00:18:52.410 --> 00:18:53.610

Nicole Eisenrich: uh

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Nicole Eisenrich: became the proud owner of one of those fancy nespresso machines, and i'm addicted to it. I'm not going to lie.

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00:19:03.400 --> 00:19:07.500

I think those are a great investment that's fantastic.

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00:19:07.680 --> 00:19:09.930

Kara Snyder: So tell me what's for dinner tonight.

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Nicole Eisenrich: Uh, I'm actually gonna make Chili and I try to get my veggies. You know. Um, Mom said that you should eat your veggies every day, So I do, put in shredded carrots, and then I top it off with Jalapenos and Avocado nice nice, and that's a perfect fall dinner. I love that

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00:19:30.010 --> 00:19:41.149

Kara Snyder: so describe a perfect day for us. If you had a free day, you know now that you have your weekends back, if you have a free day on the calendar, how would you spend it

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00:19:42.840 --> 00:19:52.100

Nicole Eisenrich: so? A completely free day would also mean, I have no obligations, right? So I would probably spend my entire day with my dog.

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00:19:52.210 --> 00:20:06.949

Nicole Eisenrich: She is um definitely one hundred percent my sidekick. She's a little bit older now. She's fourteen years old, so I would spend the day, Go, get coffee, get her her little pupp cup or puppetino from the Starbucks,

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00:20:06.960 --> 00:20:15.340

and we would probably drive to the Park do a little bit of hiking, probably nap in the sun. That would be the most amazing day ever.

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00:20:15.620 --> 00:20:18.400

Kara Snyder: That sounds delightful. I love that.

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00:20:18.850 --> 00:20:22.409

Kara Snyder: So if you were to write a book, what would it be about?

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00:20:25.000 --> 00:20:29.289

Nicole Eisenrich: Write a book I would probably write about?

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Nicole Eisenrich: You know this is a difficult one. Maybe dog training just because I do love animals, and I have trained a lot of dogs through the years

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Nicole Eisenrich: on the completely opposite side. It would be a book of what not to do on a daily, everyday common, what not to do.

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00:20:49.240 --> 00:21:03.730

Kara Snyder: Those both sound very valuable, but the second one sounds like a page, Turner. I have to say. You know what we make in a day. If somebody could just write a book and write them all out that'd be fantastic,

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00:21:03.740 --> 00:21:10.380

Kara Snyder: and I think our students would read that before graduation, and it would be so valuable.

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00:21:10.440 --> 00:21:16.460

Kara Snyder: So one last question for you avanti's gondola or pub cheese falls,

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00:21:18.510 --> 00:21:34.769

Nicole Eisenrich: you know. Ah, as I've gotten older I'm lactose and tolerant, so it's definitely for it falls in my future. Um, I don't know I'm going to have to say neither, and probably up for a salad. But I'm always up for a a nice cold beer.

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00:21:35.820 --> 00:21:44.949

Kara Snyder: Fair enough, fair enough, Nicole, before we let you go. Do you have any advice you would like to give to our students that are listening today?

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00:21:46.890 --> 00:21:48.910

Nicole Eisenrich: Ah, yeah, you know, I think

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00:21:49.190 --> 00:21:58.829

Nicole Eisenrich: as you progress, you know, graduate college, and and as you progress through your career, never lose sight of being human.

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00:21:58.840 --> 00:22:16.759

Nicole Eisenrich: And I think, unfortunately, you know, as the days go on, we get so involved in what we do, and we get so focused on our career and our path. And what am I going to do? You know you have to take a step back to be human and actually ask people, you know, how are they

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00:22:16.960 --> 00:22:34.299

Nicole Eisenrich: for the day? Are they doing okay? And when you recognize that somebody might look a little worn out, maybe not themselves. It's okay to ask whether you're low man on the totem pole or leading the whole group. It's okay to ask anybody and everybody if they are okay.

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00:22:34.310 --> 00:22:38.479

And you know, at the end of the day just Don't forget to be human.

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00:22:39.190 --> 00:23:08.079

Kara Snyder: I love that. That's fantastic advice because you're exactly right. It's so easy to get our goals in sight and the bottom line insight. We forget that we are human, and we are here to connect with other humans. So thank you so much for that valuable advice and thanks again for being here. That was Nicole Eisenich, Senior risk control, consultant and area. Vice President for Gallagher join us next time on the podcast for more stories from our cast alumni.