



PROFESSIONAL DEVELOPMENT DAY

INNOVATION AMPLIFIED *POWER YOUR POTENTIAL*

FEBRUARY 2, 2024



Denise Kyle-Needs



Jacey Beukelman



**L&D Consulting in a Vending
Machine World**



PROFESSIONAL DEVELOPMENT DAY

INNOVATION AMPLIFIED
POWER YOUR POTENTIAL

FEBRUARY 2, 2024



Denise Kyle-Needs

Farm Bureau Financial Services

As the Talent Development Director, Denise Kyle-Needs has accountability for the direction and oversight of Leadership Development, Succession Planning, Talent Development Programs, Training Programs and Initiatives, and Industry Education. Human Resources/Adult Learning/Training Background: Denise's Human Resources experience includes HR Manager, HR Business Partner, and Talent Development roles. She has created training strategies for specific initiatives, as well as division-wide programs (i.e., leadership, succession planning, customer service migration to new career path, claims training programs). She has also managed a software training team. P/C Background: Denise has seventeen years' experience in the Property and Casualty Industry in both Claims Operations. She had adjusted claims and as a Director of Claims, she managed a FNOL call center, first notice of loss recorded statement taking, Express claims (zero liability), Claim Customer Service Call Center, Claim Training and Development and Catastrophe Team coordination.

Education/Designations: Denise has a master's degree in Adult Learning, Organizational Performance, Leadership and Human Resources from Drake University. She also holds the Associate in Claims, Associate in General Insurance, Senior Professional Human Resources, SHRM-Senior Certified Professional Certifications.

Accomplishments: Publications: Denise published, "HPT as a Manager's Tool for analyzing Individual and Employee Performance" in the Journal Performance Improvement (Vol 50, no3 Mar 2011).



PROFESSIONAL DEVELOPMENT DAY

INNOVATION AMPLIFIED
POWER YOUR POTENTIAL

FEBRUARY 2, 2024



Jacey Beukelman

Farm Bureau Financial Services

Jacey Beukelman is the Talent Development Consultant at Farm Bureau Financial Services. She manages the top leadership development program, succession planning efforts, and strategic planning for talent development needs and gaps in the organization. Jacey started her professional career as a substitute teacher. She pivoted quickly to claims handling, but her love of helping others learn and better themselves drew her into the Talent Development consulting arena. She has a Bachelor's of Music Education and holds the Chartered Property Casualty Underwriter, Associate in Claims, and Associate in Insurance professional designations.