

Kelly Krause

*Senior Client Manager / Team Leader, Willis Towers
Watson*

Years in Present Position: 2

Current role at CPCU Society: Immediate Past President /
Interim Vice President, Pennsylvania Dutch Chapter; ABIG
Leader

Alma Mater: Pennsylvania State University

Degrees and Certifications: CPCU, AU, ARM, AINS,
Masters – Business Administration (PSU), Masters –
Leadership Development (PSU)



A & B: How did you come to work in the insurance industry? I fell into the industry by applying to a random job advertisement on Craigslist (do people even do that anymore?). I interviewed and accepted a position with a regional broker in Philadelphia, immersed myself into commercial insurance and the rest is history.

A & B: What is the most challenging aspect of your job? It is often a challenge to balance processes and procedures with the actual work – that said, I do think it is important to have processes in place so that we are doing the right things for our clients. I find that ample communication, building relationships and being open to change help alleviate the stress of getting everything done ‘right.’

A & B: What aspect of your work as a broker do you find the most rewarding? I really enjoy coming through for clients and seeing firsthand how we help businesses succeed. I also love those moments when we need to be creative with solutions and I learn something new and exciting in order to get the job done.

A & B: What emerging commercial risk most concerns you as a broker? What concern me most are the things we do not yet know about. Our industry does a great job but can often be slow-moving to identify emerging trends, analyze the implications of said trends and ultimately respond to consumer and market needs by creating products to address the trends.

A & B: What do you consider the most important short- and/or long-term issues facing the agent/broker community? I think the most important short- and long-term issue is talent. We need to figure out better ways to harness the current expertise, attract fresh talent and ideas and merge the two together. Talking about what is needed is easy, but implementing the plan and finding the people to comprise the next wave of insurance professionals is proving to be challenging.

A & B: When & why did you become a volunteer leader at the CPCU Society? I became Vice President of the Pennsylvania Dutch Chapter back in 2014 when we moved to Lancaster County. I walked into my first Chapter meeting and was asked to join the board minutes after entering the room – I agreed, and really immersed myself into getting more involved. After my first term, I went on to serve as President-Elect and President and am now the Chapter's Immediate Past President / Interim Vice President. I also joined the Agent and Broker Interest Group in 2017.

A & B: Has your involvement in the CPCU Society helped your career? If yes, explain. Definitely – I have met so many great people that I otherwise would not have known, and have benefited (and will continue to benefit) from the leadership and educational opportunities in ways that I cannot quantify.

A & B: Who are your top 3 mentors? Why? It is hard to narrow the inspiration down to three people – I have had so many people influence and guide me along my life and career, whether they realize it or not. I believe everyone we encounter shapes us in some shape or form, whether the individual demonstrates how to grow and achieve, or teaches us what not to do in a situation.

A & B: What is your greatest accomplishment so far? I am proud of many things to date but also take lessons from the endeavors that did not go so well – I am a culmination of everything that has happened in life.

A & B: What is your favorite book and/or movie? I am always reading and listening to podcasts – I enjoy a variety of business and self-improvement topics with some pop culture mixed in. I do not get into many movies, but I love comedies.

A & B: What is the most unusual/interesting place you have ever visited? I love to travel and will go just about anywhere – I enjoy all sorts of destinations including anything from relaxing to exploring. Recent travels include Puerto Vallarta, St. Maarten, Sedona, AZ, Mount Washington, NH and Yosemite, and I am planning to make it to the Canadian Rockies this summer.

A & B: How do you balance the responsibilities of yourself, family, work and CPCU? I just make it work – it is important to me to devote time to myself, my relationships and my career. I am working on being more present, but often times what works for me is to not always have clear delineation in my life. Sometimes I will have to answer an email on vacation or while working out, and sometimes I will need to leave the office early to attend to personal matters. Keeping an extremely current calendar definitely helps!

A & B: What advice do you have for agents/brokers considering earning the CPCU Designation? Just do it! Rarely is there a 'right' time to do anything in life, but somehow we push forward and accomplish great things. Research the best CPCU track for your life and career interests and purchase the first set of materials.