

# NANCY NOURSE

Employee Communication Consultant

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## Current Responsibility

Nancy is a benefits communication consultant in the Seattle office of Milliman. She joined the firm in 1995 and brings more than 10 years of experience in the benefits and communications field to her clients.

## Professional Work Experience

Nancy has helped clients communicate health and welfare benefits, retirement benefits, and total compensation using a variety of paper and electronic media. Her clients include hospitals, Taft-Hartley trusts, and non-profit corporations in a variety of industries.

Nancy started on the “front lines” of employee communications as a human resources assistant, doing employee orientations, explaining benefits, answering questions, and preparing materials to help employees understand their benefits and company policies. From there, she moved behind the scenes, working with employers to create the materials to get their messages to employees.

Nancy’s recent projects include:

- Developing a comprehensive strategy and detailed work plan to communicate a DB/DC choice for approximately 8,000 employees (which involved 27 distinct stakeholders, 54 communication activities, four committees, three days of train-the-trainer meetings, 110 employee meetings and union presence)
- Creating the strategy and preparing data and design to effectively communicate employees’ total compensation.
- Creating annual health and insurance enrollment materials: enrollment guides, posters, newsletters, forms, Web site content, personalized letters, and statements
- Spearheading personalized communications projects using variable text and data
- Drafting summary plan descriptions for health and welfare and retirement plans
- Conducting a benefit change communication campaign amid a union organizing campaign.

Nancy recently won two national awards for her retirement communication work with Seattle’s Swedish Medical Center, Choose Your Path to Retirement:

- 2007 Silver Quill Award from the Pacific Plains Region of the International Association for Business Communicators
- 2006-2007 Print Media Award of Distinction

## Professional Designations

Certified Employee Benefit Specialist (CEBS)

## Education

- BA, Business Administration, Otterbein College
- Certificate, Human Resources Management, University of Washington Extension