

## Access to Experts



**Mary Jo Burfeind**  
Vice President, Enterprise Talent & Development  
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Ms. Jo Burfeind has responsibility for Talent Management, Leadership & Professional Development and Employee Engagement for Health Care Service Corporation since 2011. Her teams are responsible for the design, development and delivery of effective learning products, engagement and talent management services for 16,000+ employees and subsidiaries. HCSC's learning programs have received both Training Magazine's 2012 "Top125" and Chief Learning Officer's 2012 Learning Elite awards.

Prior to 2011, Ms. Burfeind spent several years as vice-president, Internal Operation Learning and Talent, leading the technical training and talent functions for the company's operational divisions. Before joining HCSC in 2003, Ms. Burfeind held positions as chief learning officer for a Midwest healthcare system, senior manager of Education Design and Delivery for a major property and casualty insurer, and Owner, Performance Strategies, an independent performance consulting firm. Ms. Burfeind is founding member of the Executive Learning Exchange's Chief Learning Officer/Chief Talent Officer consortium and a former board member of the Society of Insurance Trainers and Educators (SITE).

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