

## Access to Experts



**Carol Csanda**  
Director, Knowledge Management  
State Farm Insurance

Carol Csanda has enjoyed a 30-year career with State Farm Insurance Companies. She spent 16 years in claims and operations management in Illinois and on the executive staff of the Ohio Region as Division Manager. At the Corporate Office since 1994, she has served in a variety of executive and leadership positions with a focus on operations, training, and technology. In her current role as Director of Knowledge Management, Carol is delivering an enterprise-wide Knowledge Management initiative focused on collaboration, the acceleration of best practices, and the leveraging of internal organizational knowledge. She has completed research work focused on learning about what motivates people to share and what makes Communities of Practice effective.

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