

**BEST  
PLACES**

**okc BIZ**

**TO  
WORK  
IN OKLAHOMA**

2010 | \$2.95



A supplement to *OKCBiz*



U.S. CORPORATE HEADQUARTERS;  
OKLAHOMA CITY  
WEBSITE: WWW.DELTADENTALOK.ORG  
YEAR FOUNDED: 1973  
CEO JOHN E. GLADDEN  
STATUS: NOT-FOR-PROFIT  
EMPLOYEES IN STATE: 93

# Delta Dental of Oklahoma

At Delta Dental of Oklahoma, "commitment to excellence" is more than just a phrase; it's the way of life that consistently exceeds employee expectations.

"Delta Dental of Oklahoma is about people and service. Our people make the difference," says Martha Tumelson, human resources director. "From the customers we service to employees in-house, everyone is important. We try to ask employees what they want. We do an organizational fitness survey every year and take their input to heart."

In addition to offering competitive salaries and benefit programs, the company's commitment is shown through team-building activities, incentives and recognition, she says. And it doesn't hurt that the company enjoys "a wonderful reputation in the community."

Employee incentives come in many forms, ranging from attendance awards that allow eligible employees to trade unused sick time for a bonus at year's end to a ribbon program that recognizes habitually

exceptional customer service with gift certificates, ranging from \$10 to \$150.

Other company perks include an educational reimbursement program and a new wellness program that provides employees the opportunity to participate in on-site health-risk assessments and in-depth screenings. An on-site wellness area under development already includes two Wii Fit consoles, an elliptical machine and a stationary bicycle. ®

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okc **BIZ**

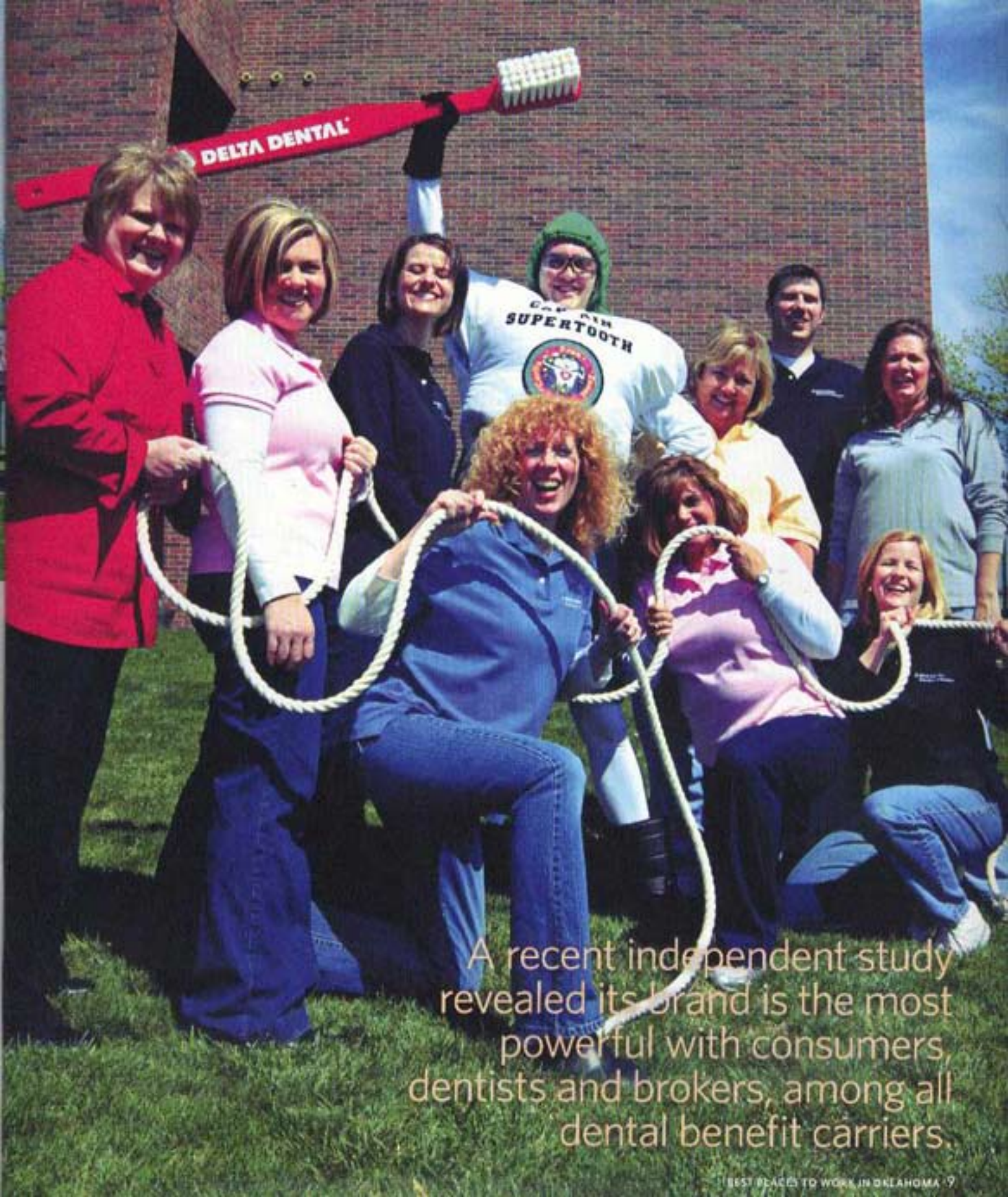
**BEST  
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*Presented by*



*A supplement to OKCBiz*






DELTA DENTAL

CHAMPION  
SUPER TOOTH

A recent independent study revealed its brand is the most powerful with consumers, dentists and brokers, among all dental benefit carriers.

# OKC BUSINESS

Central Oklahoma's Business in Print and Online

A collage of six thumbs-up gestures from different people, including a man in a suit, a person in a blue glove, a woman with red nail polish, and others, arranged around the central text.

## BEST PLACES TO WORK

*in* OKLAHOMA

# 2007

PRRST STD  
US POSTAGE PAID  
OK CITY, OK  
PERMIT #2891

# 4

**SMALL  
COMPANY**

U.S. CORPORATE  
HEADQUARTERS:  
Oklahoma City, Okla.

WEBSITE:  
[www.deltadentalok.org](http://www.deltadentalok.org)

YEAR FOUNDED: 1973

CEO: John E. Gladden

STATUS: Not for profit

GROSS REVENUES,  
LATEST FISCAL YEAR:  
\$76 million

NUMBER OF FULL-TIME  
EMPLOYEES IN OKLAHOMA:  
66

NUMBER OF PART-TIME  
EMPLOYEES IN OKLAHOMA:  
4

# DELTA DENTAL



## Empowering smiles

Nanette Winford began her career at Delta Dental in the company mailroom 25 years ago. Back then, she never dreamed one day she'd be making presentations in front of hundreds of people – but that's exactly what the support of management has enabled her to do.

"The senior staff at Delta Dental worked with me and gave me a chance to continue to develop my skills and allowed me to try new things," says Winford, an account service representative for the nation's largest provider of group dental benefits. "That speaks volumes to me. They have proven to me that they value and trust me to take on new challenges and succeed."

That's just one example of how Delta Dental dreams big and encourages its employees to do the same. The company goes out of its way to make sure its staff members are treated and compensated well, and encourages them to develop their

communication and interpersonal skills through seminars teaching them about relating to a diverse group of personalities.

The company encourages staff to develop personally and professionally, whether it's by paying for higher education or organizing a "weigh down" program with Weight Watchers. Company leadership cares about each employee as a whole person, Winford says, and specializes in innovative and creative ways to motivate employees to grow, stretch and strive for excellence.

It's a philosophy that also extends to the community. Delta Dental has donated more than \$1 million to charitable organizations and the University of Oklahoma College of Dentistry, and this year will donate more than \$450,000 to communities across Oklahoma. ■

**“ The senior staff at Delta Dental worked with me and gave me a chance to continue to develop my skills and allowed me to try new things. ”**

NANETTE WINFORD

Captain Supertooth is surrounded by his devoted fans and Delta Dental's Pinnacle Winners





# OKC BUSINESS

Central Oklahoma's Business in Print and Online

# BEST PLACES TO WORK

I N O K L A H O M A

2006



4

## DELTA DENTAL

DENTAL INSURANCE

www.deltadentalok.org

70

OKLAHOMA  
EMPLOYEESBPTW  
2006

## Closing the gap

## BY THE NUMBERS

Year Founded  
1973

Average Nonexempt Salary  
\$28,408

Average Exempt Salary  
\$69,003

At Delta Dental of Oklahoma, the company knows employee satisfaction depends on several things: good benefits, a balance between work life and personal life, listening to employees and a compensation system that recognizes and rewards employees. That's why the company fosters employee relations and retention by addressing every aspect of the work environment.

Delta Dental of Oklahoma supports employee efforts to balance work and family by offering varying work schedules and telecommuting options when possible. The company also tries to provide a comfortable work atmosphere with an attractive environment, spa-

cious work cubicles and professional decorating. To help foster camaraderie and encourage community involvement, the company frequently organizes teambuilding activities. Delta employees have participated in Habitat for Humanity; the Oklahoma Arts Festival; the Susan B. Komen Race for the Cure; and Corporate Challenge, a weekend-long athletic event between Oklahoma companies. The company also sponsors employees in sporting events; organizes pumpkin decorating and costume contests; holds company picnics; and buys lunch once a month for departments that reach their goals.

Employees know how their jobs contribute

## MISSION

To be the foremost developer, marketer and administrator of quality dental benefit programs which assure the highest standards of service, stability, efficiency, fairness and professionalism, supporting and encouraging quality dental care for the citizens we serve. In fulfilling this mission, we will maintain financial stability that allows for growth, competitiveness and the flexibility to respond to changing conditions. Finally, to be mindful of the needs of constituencies we serve - patients, purchasers and dentists.


to the company's success and are given freedom in carrying out their responsibilities. Employee satisfaction and retention are important to Delta Dental, which has implemented a comprehensive program for ensuring long-term retention. The retention process starts even before an employee is hired: the company strives to match the right person to the position and makes sure applicants understand the nature of the job.

Delta Dental also reviews current market

rates to determine how its salaries compare and if there are any gaps that need to be closed.

The company offers comprehensive benefits packages, including medical, dental and vision insurance; a profit sharing plan; a 401(k) safe harbor plan; flexible spending accounts, including a dependent care reimbursement account and a medical reimbursement account; life insurance; long-term disability insurance; a short-term disability program; vacation and sick leave; and an employee referral bonus plan.

Delta Dental is the nation's largest provider of group dental benefits, operating under a non-profit structure so that more money is directed toward dental treatment. Its Oklahoma office provides dental benefits for companies headquartered in Oklahoma, and scored an overall rating of 97 percent on its most recent customer satisfaction survey.



Top right, Tom Searls, director of Corporate Communications, stops on the spiral staircase with personnel for a quick photograph at their Oklahoma City location on NW 63. Photo / Shannon Corrihan