ACADEMY of INSURANCE

An Insurance Journal Company

Course Catalog 2016

Table of Contents

Welcome to Insurance Journal's Academy of Insurance. Our goal is simple: to deliver high-quality insurance training in a convenient format. To do this, we offer a wide variety of courses taught by successful industry professionals, streamed directly to your computer or mobile device in an interactive webinar format.

Thanks to our innovative use of webcasting technology, the Academy of Insurance has helped thousands of professionals to receive specialized training from experts, without the hassle and expense of travel. Our motto: "learn from the best without leaving your desk."

To discuss how Insurance Journal's Academy of Insurance can assist with your company's training objectives, contact 800-897-9965 x166 or academy@insurancejournal.com.

Agency Management Webinars

Agency Management Executive Training Series (3-part series)

Instructor: Chris Burand

This 3-part, 12-hour course tackles an area necessary for sustaining and improving successful agency management and will provide key solutions to running your agency more efficiently and profitably.

Executive Training: Strategic Planning

Instructor: Chris Burand

Learn the ground rules on WHAT you need within your agency in order to create and execute a strategic plan, including the necessary steps on HOW to do so in this 2-hour class.

Executive Training: Choosing and Managing Carrier Relationships

Instructor: Chris Burand

Learn how to maximize your leverage with the carriers as well as specific steps to take to increase your profits through a well managed relationship with the carriers in this 4-hour class.

Executive Training: Agency Financial Management

Instructor: Chris Burand

Learn how to use good financial management techniques to outperform the competition in this 6-hour class on financial management.

Selecting and Implementing the Right Business Model for Your Agency

Instructor: Mary Eisenhart

Selecting the appropriate business model is the biggest component that decides the success or failure.

Practical and Applicable Errors and Omissions Tips

Instructor: Laurie Infantino

Learn tips on how to avoid some of the most common mistakes made in the broker/agency operation.

Developing Producer Compensation & Agency Perpetuation Plans

Instructor: Mary Newgard

Through this course, agency owners, sales managers, and financial officers will begin to see how vital the concept of compensation analysis is to the success of its company.

Agency Self-Audits – Internal Controls and SOX Best Practices

Instructor: Peggy M. Jackson

Learn important approaches to tightening internal controls and instituting a higher level of efficiency in agency operations through self audits.

How to Get Sued (Or Avoid it If You Wish!)

Instructor: Chris Burand

This webinar explores elementary risk management techniques missed by 90% of agencies.

Complying with Client Privacy Laws

Instructor: Peggy M. Jackson

Learn about client privacy laws and regulations as well as recommendations for steps that will improve your agency's ability to protect your client's proprietary information.

Top 10 Things Agents do Everyday – But Shouldn't

Instructor: Chris Amrhein

If you've even wanted to turn potential E&O from mere CYA to ROI - or simply wish you could turn everyday chaos into potential growth, this session is for you.

Five Claims Secrets No Lawyer Wants You to Know

Instructor: Chris Amrhein

Have you ever wondered how attorneys - who attend exactly none of our industry's plethora of training, continuing education (CE), or designation sessions - have managed to create a massive profit niche out of inserting themselves into insurance claim resolutions?

Succession Planning for Managers and Owners

Instructor: Marsha Egan

Business leaders, managers, and supervisors who want (and need) smooth and effective transitions when employee openings need to be filled must attend this class.

Inbox Detox and the Habit of Email Excellence

Instructor: Marsha Egan

Email is a great means of communication, but it can also dominate our lives; making us slaves to our inbox.

Succession Training – The Performance Management Process: Linking Performance to Results

Instructor: Kathy Ryan

Do you have an effective Performance Management Process in place?

Succession Training – Fearless Feedback: Getting Comfortable with Providing Feedback

Instructor: Kathy Ryan

Giving feedback isn't always easy, especially when it's not received well. Join this webinar as Kathy coaches us on some positive ways to give feedback.

Succession Training – Team Leadership: Motivating and Inspiring your Team

Instructor: Kathy Ryan

How many people are following you? In order to be a great leader, you have to have people willing to follow you.

Succession Training – Building Your Team: Hiring, Training and Retaining the Best People

Instructor: Kathy Ryan

Once you have the right person for the job, how do you ensure that they'll want to stay?

Succession Training – Maximizing Your Impact: The Art of Influencing Others

Instructor: Kathy Ryan

Do you know how to positively influence others in order to lead your team to success?

Building Strength within Your Agency

Instructor: Mary Newgard

If you're going to take a hard look at improving your agency's employee morale or maintaining an already positive work environment, then you should do so through the lens of specific, insurance related topics.

Fraud Detection / E&O (2-Part Series)

Instructor: Bob Titus

Stealing is not just a claims problem...it's an Industry problem. Join us as we discuss ways to minimize Insurance Fraud and explain how it increases Agency E&O exposures.

How Agencies are Redefining Value Added Services

Instructor: Mary Newgard

Moving beyond price into a more compelling conversation starts for most property and casualty agencies by offering a unique service or product the client couldn't get from the broker next door.

Is Your Agency's Client Service Structure Outdated?

Instructor: Mary Newgard

Getting the most from your existing resources is a priority for most agency owners.

Social Networking: OMG or E&O

Instructor: Chris Amrhein

Rapid evolution of technology and vast seemingly instantaneous dispersal of information can leave the agency subject to new and unknown issues affecting errors and omissions.

Pitfalls of YOUR Agency Management System and E&O Avoidance

Instructor: Michael Trouillon

Most insurance brokers/agents have some sort of agency management system which puts them at risk for E&O lawsuits that will require electronic data to be discoverable in all actions.

Self-Audit or Self-Destruct

Instructor: Laurie Infantino

Agents and Brokers are used to learning the hard way—by getting sued. We have audited too many offices and seen the same trends over and over again...producers and support staff are doing it their way.

Be Careful What you Promise: A Review of a Recent Court Decision's Impact on the Broker/Agent Standard of Care

Instructor: Al Parizo

This class is important for all producers and support staff in the insurance industry.

The Future of Production and Distribution

Instructor: Chris Burand

Learn how significantly and how quickly the insurance distribution system has changed, what it means to you, and the choice you have.

The E&O Aftermath of a Natural Catastrophe

Instructor: Chris Burand

Learn how to protect your agency following a large natural catastrophe.

Personnel Management Webinars

New for 2016

Interviewing Best Practices: Hire the Right Person Every Time

Instructor: Kathy Ryan

In this webinar, participants will learn 10 best practices that they can immediately implement to improve their ability to accurately predict future performance and weed out those candidates ill-suited for their team.

New for 2016

Dealing with Emotions at Work

Instructor: Kathy Ryan

In this webinar, participants will learn how to better manage emotions in the workplace and will leave with strategies they can implement immediately to improve their emotional intelligence skills.

7 Strategies to Enhance Your Work/Life Balance

Instructor: Marsha Egan

If you would like to get your life focused on the "right stuff," have more energy, and be happier, this webinar is for you.

Improving Your New-Hire Interviewing Skills

Instructor: Erica Upmeyer

Move beyond the "interview process" to an "interview experience" and give yourself an edge over the competition.

Managing Personality Types

Instructor: Nancy Germond

Diversity within an organization builds a stronger company. To succeed, organizations must effectively manage very diverse personality types.

Managing the Generations

Instructor: Nancy Germond

A basic guide to managing different generations to promote teamwork, efficiency and an excellent workforce.

Using Personality Tests in the Hiring Process

Instructor: Paul Balbresky

Gain an understanding of behavior assessment tools and how you might use them in your hiring process.

Employment Relations with a Heart

Instructor: Nancy Germond

Better manage difficult personnel issues and better manage, motivate and discipline employees.

Brain Drain—Don't Let the Coming Talent Exodus Cripple Your Organization

Instructor: Nancy Germond

To address the coming brain drain strategically, a company must develop a strong vision and a stronger plan. Learn how to prepare your company for the upcoming "brain exodus."

How to Have the Tough Conversations

Instructor: Kathy Ryan

The ability to effectively prepare for and conduct a productive counseling session is an essential skill in today's workplace. Learn how to conducting the "difficult conversations."

Producer Productivity Analysis

Instructor: Paul Balbresky

New business production does not just happen, it must be planned. Learn how to organize your activities, use centers of influence, plan, follow-up, and effectively practice call reporting.

Your Organization, the EEOC and Sexual Harassment

Instructor: Nancy Germond

This seminar will explore the regulations against sexual harassment and help you better train and manage your employees in this critical employment arena.

Conducting Constructive Annual Employee Reviews

Instructor: Erica Upmeyer

Learn the critical factors that make your annual employee performance appraisal process contribute to the bottom line.

Avoiding The Top 5 Mistakes Made When Hiring Producers

Instructor: Mary Newgard

Learn ways to correct the most common mistakes agencies make when hiring sales executives. The key is to make your own plan, define what makes a "good" producer, hire and avoid repeating the bad habits of old.

Is it Legal to Use Social Media in Hiring, Performance Management or Firing?

Instructor: Nancy Germond

Learn the legalities of using social media in the pre-hire process; and manage employees in the proper use of social media once they are hired.

Performance Management Process

Instructor: Kathy Ryan

Learn the steps involved in creating and executing a successful Performance Management Process within your organization.

Leadership Land Mines and How to Avoid Them

Instructor: Kathy Ryan

Explore the most common land mines that can undermine your effectiveness as a leader. Learn strategies to overcome your mistakes and minimize their impact on your team.

Time Management

Instructor: Jones Loflin

How many time in the past week have you said, "I just can't seem to get anything done?" Having said it, you probably seek out easy targets to blame for your lack of productivity.

Conflict Styles (2-Part Series)

Instructor: Kathy Ryan

When conflict is handled effectively, conflict can result in enhanced working relationships, more productive teams and creative and innovative problem solving.

Why Producers and CSRs Quit: How to Avoid Employee Turnover

Instructor: Mary Newgard

This course looks at the foundational reasons why two critical positions for most agencies, producers and account managers, are susceptible to turnover.

Using Feedback to Motivate Performance

Instructor: Marsha Egan

This webinar gives you the tools necessary to allow you feel more comfortable giving feedback, help your employees learn from their mistakes and continually improve their performance.

Tackling Tough Conversations

Instructor: Kathy Ryan

Poor performers can drain your productivity and sap energy from your team, and they need to be dealt with directly. But even knowing this, many managers confess that they still avoid having the tough conversation.

Sales Training / Management Webinars

New for 2016

Why Should I Hire You as My Insurance Agent

Instructor: Frank Pennachio

The most significant competition for an insurance agent is not another agent, but the "status quo."

New for 2016

5 Keys to Extreme Personal Productivity

Instructor: Jones Loflin

In this powerfully practical webinar, award-winning author and trainer Jones Loflin introduces five key strategies you can immediately use to help improve your productivity.

New for 2016

Underwriters are People Too!

Instructor: Chris Behymer

This webinar explores the dynamics of the agent/underwriter relationship and gives useful tips to write more business together. It also takes a look at what's in store for the industry in terms future underwriting and pricing decisions.

The Human Asset: Life & Health Risk Mgmt for the P&C Agent

Instructor: Chris Amrhein

This course is designed to provide students with methods to recognize and provide solutions for this missing piece of the client coverage puzzle, utilizing already known standard risk management techniques.

Using Coverage Gaps to Win New Customers

Instructor: Christopher J. Boggs

Gain an understanding of the applicable insurance policy's limitations and exclusions to find and exploit coverage gaps.

Six Figure Insurance Commissions – Marketing Gravity to Zoom Your Sales

Instructor: Scott Simmonds

Learn tools and techniques of building an insurance sales pipeline that's filled by others in this practical program on improving your marketing.

Six Figure Insurance Commissions – Masterful Presentation Skills

Instructor: Scott Simmonds

More accounts are lost in the presentation than in any other part of the sales process. Join us for this fast paced, easy-to-execute program on improving your sales presentation skills.

How to Develop Program Business Within Your Agency (2-Part Series)

Instructor: Mary Eisenhart

One of the best ways to grow your agency is by entering into a "Program" business model. Learn the three major steps required to build a successful program business model.

Increase Sales by Asking the Right Questions

Instructor: Bill Whitley

Your ability to ask the questions that uncover client needs is the most important part of the sales cycle. Learn how to uncover needs, educate customers and arrive at the logical next step with any prospect or client.

Increase Your Sales by Improving Your Message (2-Part Series)

Instructor: Bill Whitley

Learn how to show customers your value by developing your Client Attraction Story.

Becoming an Exceptional Producer – How to Transform Yourself from a "Transactional" Salesperson to a Consultative Agent (3-Part Series)

Instructor: Frank Pennachio

To succeed in the future insurance world, agents must transform themselves from "transactional" processes to "consultative" selling.

Agency Growth

Instructor: Bill Whitley

In this webinar, you will learn the four most important ways to grow your book of business.

Non-Optional Behaviors: The Secret to Becoming a Successful Producer

Instructor: David Connolly

If you want to succeed in the insurance business, do what the pros do—go to school. Learn what the best in the business do and adopt their success skills.

Insurance Distribution & Marketing

Instructor: Chris Burand

Insurance Distribution has changed immensely over the years. Has your agency kept up?

Customized Presentations Equals More Wins and More $: Learn how to use DISC to win Business

Instructor: Kathy Ryan

The DISC personality behavior model is an effective tool that allows you to quickly establish a positive connection.

8 Secrets of the Top Performing Agents

Instructor: Bill Whitley

During this practical and profitable webinar, Bill Whitley will share his research on how the fastest growing agencies attract clients and close more sales.

Perpetual Pipeline – The 4 P's of Success

Instructor: David Connolly

While most producers are good at developing business relationships, very few learn to leverage these relationships for introductions. learn to coach clients and centers of influence to introduce you properly.

Pre-Call Strategy: Preparing to Win

Instructor: David Connolly

In this webinar, you will learn a well defined, strategic approach to capitalize on opportunities and maximize your chances for success.

Shark Proof: Insulating Your Clients

Instructor: David Connolly

The first 30 days after the sale is the most vulnerable time for your new client. They will experience buyers remorse, fear of the unknown and guilt for firing their agent. Learn how to prevent new customer defection.

Workers' Compensation Webinars

New for 2016

Managing the Return to Work Process

Instructor: Nancy Germond

A successful return to work for an injured employee can mean big savings in both your premiums and is a big bonus for your employment team.

New for 2016

Destroy Your Competition Using Work Comp Loss Runs

Instructor: James Moore

Knowing the nuts-and-bolts of loss run analyses helps control your clients' insurance costs and develops a team approach between your agency, the claims staff, and policyholders.

New for 2016

Work Comp Claims are a Business Decision

Instructor: Stacey Cheese

If you are not involved in the claims decision making process you are missing out on an important part of your business.

New for 2016

Helping Mid-Sized Companies Manage their WC Program

Instructor: Nancy Germond

Join us for this webinar instructed by Nancy Germond, risk management consultant with more than two decades of experience.

New for 2016

How to Properly Review the Work Comp Premium Audit: And Use it to Your Advantage

Instructor: James Moore

Join us for this webinar instructed by James Moore, workers' comp specialist with over 27 years of experience.

New for 2016

WC vs. HR: Where is the Disconnect?

Instructor: Stacey Cheese

Join us for this webinar instructed by Stacey Cheese, CISR, CWCP, NJWCP, CWCA.

New for 2016

5 Key Work Comp Audit Facts

Instructor: Christopher J. Boggs

Join us for this webinar instructed by Christopher J. Boggs, CPCU, ARM, ALCM, LPCS, AAI, APA, CWCA, CRIS, AINS.

New for 2016

Make the Work Comp Adjuster Your Friend: Getting the Best for Your Client

Instructor: James Moore

Join us for this webinar instructed by James Moore, workers' comp specialist with over 27 years of experience.

New for 2016

The Unseen Impact of Work Comp Claims Reserves

Instructor: Stacey Cheese

Join us for this webinar instructed by Stacey Cheese, CISR, CWCP, NJWCP, CWCA.

New for 2016

6 Common Work Comp Mistakes Employers Make

Instructor: Randy Sieberg

Join us for this webinar instructed by Randy Sieberg, CIC, ARM, CRM.

New for 2016

Workers' Compensation Combinability

Instructor: Christopher J. Boggs

The idea of combinability seems rather simple, the mechanism of combinability can be rather complex. Who is combinable? How many ways is "majority interest" created? Who should make the final decision regarding combinability?

New for 2016

Practical Workers' Compensation: When to Add Additional States - Extraterritorial Jurisdiction Problems

Instructor: Christopher J. Boggs

Potential coverage limit gaps or the complete loss of coverage are possible when employees work in states in which the employer has no specific location. To avoid these gaps or the loss of coverage requires recognition of the problems and knowledge of the available solutions.

Practical Workers' Compensation: What You Need To Know (5-Part Series)

Instructor: Christopher J. Boggs

Statutes, common law, contracts and the human element combine to produce a safety net for workers injured on the job.

Practical Workers' Compensation: The Course and Scope Rule

Instructor: Christopher J. Boggs

For an injury to be compensable it must "arise out of and be in the course and scope" of the worker's employment. "Course and scope" is not always black and white; This session will guide the participant through some interpretations of "course and scope."

Practical Workers' Comp: Employees, Contractors and Contractual Risk

Instructor: Christopher J. Boggs

Who qualifies as an "employee?" This session dissects employee/employer relationships to avoid surprises following a loss or at audit.

Practical Workers' Compensation: The Surprising Importance of Employers' Liability Protection

Instructor: Christopher J. Boggs

Employers' Liability protection is often overlooked or just plain ignored by many agents and brokers. The gaps filled by this coverage are too important to act carelessly when planning this protection.

Practical Workers' Compensation: The Experience Modification Worksheet

Instructor: Christopher J. Boggs

Learn the who, what, when, why and how of experience modification and the major question, "How are experience mods calculated?"

Proper Carrier Selection for Work Comp Protection

Instructor: Frank Pennachio

Price is a factor in Carrier selection. However, there are many other criteria that must be assessed or you and your clients will not get desired outcomes.

Preparing Your Clients for the Workers' Compensation Premium Audit

Instructor: Kevin Ring

January 1 is the single biggest day for renewing workers' compensation policies. The premium audit follows right behind. Experience shows that more than 75 percent of premium audits are incorrect, most to the detriment of your clients. Participants in this class learn the rules of the premium audit, how these mistakes happen and the final missing piece that can ensure that your clients have an error free, no overcharge audit to start 2015.

Practical Workers' Compensation: What you need to know (4-Part Series)

Instructor: Christopher J. Boggs

Statutes, common law, contracts and the human element all work together or in necessary conflict with each other to allow or push the workers' compensation machine to produce the result it was designed for - a safety net for workers injured on the job.

Work Comp Retrospective Plans

Instructor: Frank Pennachio

Workers' Compensation Retrospective Rating Plans can be an effective method for employers to finance and reduce their injury costs.

Managing Workers' Compensation Injuries

Instructor: Stacey Cheese

When an injury occurs at work, the actions taken by management or co-workers can have a significant impact on the outcome of the claim.

Work Comp Large Deductible Plans

Instructor: Frank Pennachio

As the Worker Comp market tightens and changes, it is likely larger employers will assess alternative financing mechanisms, such as Large Deductible Plans.

The Future of the Work Comp Mod

Instructor: Kevin Ring

Are you ready for the change the National Council on Compensation Insurance (NCCI) is making to the calculation of the experience model? This is the first change in more than 20 years.

Use of Narcotics Growing in Work Comp Injury Management

Instructor: Joe Paduda

Joe will present the results of his Survey of Prescription Drug Management in Workers' Comp, with particular focus on the overuse of opioids.

Mining Workers' Compensation Loss Runs for Valuable Information

Instructor: Stacey Cheese

A good loss run report can guide a Workers' Compensation program in developing risk management plans, tracking the results of current risk management efforts, identifying problem areas, and projecting costs.

Cracking Under the Pressure of Workers' Compensation

Instructor: Christopher J. Boggs

Dig into 18 of the most important workers' compensation concepts in this entertaining and informational webinar.

Is the Work Comp Experience Mod Becoming Obsolete?

Instructor: Frank Pennachio

Changes in technology and data analytics has significantly impacted how insurance companies underwrite and price workers' compensation policies. As a result, the experience modification factor does not have the same level of influence on pricing.

Workers' Compensation Return to Work Program

Instructor: Stacey Cheese

Join Stacey as she teaches us how to implement, train and make return to work a successful practice in your company.

Commercial Property & Casualty Webinars

New for 2016

Named Insureds: Who Should Be, Who Can Be and Who Shouldn't Be

Instructor: Christopher J. Boggs

Before any claim is paid, status as an "insured" must exist. Is the person or entity suffering or causing loss, injury or damage an insured?

New for 2016

Scheduling Personally Owned Autos on the BAC: Coverage Gaps, Claims Denials, and Lawsuits

Instructor: Christopher J. Boggs

The decision to endorse the BAC should not be made lightly. Strict underwriting guidelines must be followed before agreeing to schedule an auto owned by an individual on the entity's BAC.

New for 2016

Coverage Triggers: Occurrence vs. Claims Made Liability Coverage

Instructor: Christopher J. Boggs

Liability protection can be provided by either an "occurrence" trigger or a "claims made" trigger. Learn the coverage triggers for both "occurrence" and "claims made" forms.

New for 2016

Who is an "Insured" in the CGL and Business Auto Policy?

Instructor: Christopher J. Boggs

Understanding the four levels of "insured" status and each one's relationship to the coverage provided allows improved preparation and planning in the initial design and implementation of the insurance program.

New for 2016

Drones: Into the Great Unknown

Instructor: Christopher J. Boggs

Join us for this webinar instructed by Christopher J. Boggs, CPCU, ARM, ALCM, LPCS, AAI, APA, CWCA, CRIS, AINS.

New for 2016

Advanced Drone Seminar

Instructor: John Eubank

The term "Drone" is actually wrong! We should be calling these "Unmanned Vehicle Systems" (UAS). Are they for commercial use or hobby use? Is there protection found in standard coverage forms? What happens if insured doesn't have FAA approval? Everyone from personal lines producers to commercial lines producers will benefit from this class.

New for 2016

Negligence, Legal Liability and Insurance Coverage

Instructor: Christopher J. Boggs

Join us for this webinar instructed by Christopher J. Boggs, CPCU, ARM, ALCM, LPCS, AAI, APA, CWCA, CRIS, AINS.

New for 2016

Understanding the Traps in Auto Liability Symbols

Instructor: Christopher J. Boggs

Join us for this webinar instructed by Christopher J. Boggs, CPCU, ARM, ALCM, LPCS, AAI, APA, CWCA, CRIS, AINS.

New for 2016

The Truth About Liquor Liability

Instructor: Chris Behymer

Join us for this webinar instructed by industry veteran Chris Behymer.

New for 2016

CGL Part A Exclusions

Instructor: John Eubank

Join us for this webinar instructed by John Eubank, CPCU, ARM.

New for 2016

Contractors Protective / Gaps that Create Need

Instructor: Christopher J. Boggs

Join us for this webinar instructed by Christopher J. Boggs, CPCU, ARM, ALCM, LPCS, AAI, APA, CWCA, CRIS, AINS.

New for 2016

Insuring Agritainment

Instructor: Casey Roberts

Join us for this webinar instructed by industry expert Casey Roberts.

Uber Ain't What She Used to Be: Legislative and Coverage Issues Facing Transportation Network Companies

Instructor: Rick Pitts

Agents and brokers are faced with the daunting task of identifying the insurance needs of their clients, finding the proper coverages while being mindful of the final cost of the products and policies they offer. It does little good to save a business 20% on their insurance program if exposures are overlooked and uncovered losses occur.

Coverage EVERY Insured Must Consider (and Have)

Instructor: Chris Behymer

Agents and brokers are faced with the daunting task of identifying the insurance needs of their clients, finding the proper coverages while being mindful of the final cost of the products and policies they offer. It does little good to save a business 20% on their insurance program if exposures are overlooked and uncovered losses occur.

How to Prepare Your Clients for Coverage Gaps in the BOP

Instructor: Christopher J. Boggs

Learn the five major coverage gaps in the BOP policy and how to close these gaps where possible.

Commercial Crime: Protecting Your Assets

Of all the commercial lines of insurance the least understood has to be Crime.

Understanding and Explaining the Mystery of Coinsurance

Instructor: Christopher J. Boggs

The application of coinsurance is confusing to clients and can be confusing to many agents. Learn how to make this seemingly complicated provision easy and simple to explain and understand.

Insurance and the Sharing Economy: Emerging Opportunities and Challenges

Instructor: Eli Lehrer

In this course, we'll review the fundamental insurance issues in the sharing economy.

Flood, Flood or Flood: What Does the Insured Mean when they report a "Flood" and How do the Coverage Options Respond

Instructor: Christopher J. Boggs

Your insureds, the NFIP, ISO, AAIS and DIC policies each define "Flood" differently. What your insured considers a "flood" may simply be considered water damage in insurance language. But even ISO and AAIS manage "water damage" loss differently.

The Reality of Property Valuation: Replacement Cost Isn't Really

Instructor: Christopher J. Boggs

Real and personal property can have many "values," replacement cost, the amount the item could bring on the open market, what an expert thinks it is worth, what it actually costs to replace or rebuild, or the value an individual places on the property. Not all of these relate to insurance or the application of insurance coverage.

Insuring Condominium Property and Liability Exposures

Instructor: Christopher J. Boggs

Learn the key issues regarding the insuring of condominiums to avoid holes in either the association's or unit owner's coverage.

Understanding and Explaining Ordinance or Law Coverage

Instructor: Christopher J. Boggs

This class details the essential coverage provisions found in the two ordinance or law endorsements and demonstrates how this coverage can save your insureds hundreds of thousands of dollars.

Understanding the True Breadth of the CGL's Pollution Exclusion

Instructor: Christopher J. Boggs

The absolute pollution exclusion is likely the most misapplied exclusion within the commercial general liability (CGL) policy. Learn the true breadth of the CGL's exclusion in this class.

Do You Know How to Coordinate FMLA, COBRA, Work Comp and Group Health Benefits?

Instructor: Frank Pennachio

Work Comp, Group Health, FMLA, and COBRA must be effectively coordinated, or employers will face significant risks of denied claims, fines, and litigation.

Understanding Commercial Property Underwriting & "COPE" (2-Part Series)

Instructor: Christopher J. Boggs

Learn the importance of each of the four basic data points in the property underwriting process: Construction, Occupancy, Protection and Exposure ("COPE").

Business Auto Policy Claims That Cause Problems

Instructor: Terry Tadlock

In the insurance business we seem to learn more from actual claims than anything else.

How to Prepare Your Clients for Coverage Gaps in the BOP

Instructor: Christopher J. Boggs

Learn the five major coverage gaps in the BOP policy and how to close these gaps where possible.

Flood Insurance: What You Don't Hear in Other Classes (2-part series)

Instructor: Christopher J. Boggs

This two-part series digs into the flood forms and unique provisions used by the Federal government in the application of flood coverage.

Understanding Personal & Advertising Injury

Instructor: Christopher J. Boggs

Although it may not be easy to see, every insured has a "personal and advertising injury" exposure. Learn what qualifies as a covered "offense" and how the exclusions apply.

Waiver of Subrogation, OCP, Liquor, MCS-90

Instructor: Christopher J. Boggs

Do you know enough about these 4 topics? Join us for this one-hour webinar where you'll learn all the necessary information on OCPs, Liquor, MCS90 and Waiver of Subrogation.

Differences in Coinsurance for Homeowners' and Commercial Property

Instructor: Christopher J. Boggs

Learn how much the CPP's and homeowners' forms differ in the application of the coinsurance condition and what options are available to avoid coinsurance.

What is an Owner-Controlled Insurance Program? (2-Part Series)

Instructor: Bob Titus

Many large construction projects are insured through an OCIP. This course will explain how OCIPs can provide owners, brokers and general contractors cost savings and enhanced loss control.

Green Risk for Buildings and Materials (4-Part Series)

Instructor: Trent Massey

As green buildings become mainstream, the challenge is on the insurance industry to be prepared for these genuinely unique risks.

Green Risk: What is a Green Building?

Instructor: Trent Massey

This course is a review of the fundamental characteristics which label a building green. Attendees will learn what a green building is 'by definition' and environmental statistics on both residential and commercial buildings. In this course, the six primary goals of green buildings will be identified.

Green Building Rating Programs

Instructor: Trent Massey

In the United States we have a variety of green building rating programs available at local, state, and national levels. While no two programs may be exactly identical, there are some common themes found in rating programs which this course explores

Green Endorsements 101

Instructor: Trent Massey

While modern day green buildings have been around for decades, green property endorsements have only been on the market since 2006.

Green Risk: Challenges and Opportunities Facing Insurers

Instructor: Trent Massey

What are the coverage implications facing insurers as a result of green buildings? What are some of the underwriting issues involved on green buildings?

RC + ACV = E&O: Why Most Property Insurance Values are Wrong

Instructor: Chris Amrhein

This session will discuss the problems, pitfalls and potential solutions to a massive yet largely overlooked insurance industry issue.

Business Income: It's Easier Than You Think (5-Part Series)

Instructor: Christopher J. Boggs

Business income is the MOST important property coverage any insured can buy. Discover how simple the coverage really is during this five-part web series.

Business Income: It's Easier Than You Think (3-Part Series)

Instructor: Christopher J. Boggs

Business income is the MOST important property coverage any insured can buy. Discover how simple the coverage really is during this 3-part web series.

Business Income is Just a Matter of Time

Instructor: Christopher J. Boggs

Coinsurance, in time element coverage, is nothing but a function of time. Calculating coinsurance is easy—once you have calculated the Period of Restoration. It's calculating the period of restoration that's hard.

Scared by Construction Bonds? You Should Be! (2-Part Series)

Instructor: Rick Pitts

This two-part seminar presents a wide-ranging examination of bond-related issues connected to the construction industry.

Top 7 CGL Coverage Questions

Instructor: Chris Behymer

At the conclusion of this session, participants will have a better understanding of the underwriting thought process. By anticipating underwriters' questions and concerns in advance, you will be in a much better position to properly and quickly address the coverage needs of your clients.

Property Valuation

Instructor: Chris Amrhein

This session will discuss the problems, pitfalls and potential solutions to a massive yet largely overlooked insurance industry issue.

Commercial Auto Class

Instructor: Terry Tadlock

During this webinar we'll look at a few of the most common mistakes made when writing a BAP—and how to resolve these issues.

Builders Risk and Contractor's Equipment

Instructor: Terry Tadlock

Learn about some of the most common mistakes made, and how to avoid them, when dealing with contractor's property insurance.

Analyzing Commercial Umbrellas: Creating Common Sense from the Chaos

Instructor: Chris Amrhein

Why is it everyone knows there is no such thing as a "standard" commercial umbrella, yet the vast majority of both agents and consumers act like there is? When you are dealing with millions of dollars in protection, even a minor oversight or miscalculation could prove financially disastrous.

ISO Commercial General Liability Changes

Instructor: Christopher J. Boggs

Insurance Services Office (ISO) filed 11 form changes, 70 endorsement changes, and added six new endorsements in its 2013 commercial general liability (CGL) filing.

Writing Habitational Bar, Restaurant and Tavern Risks

Instructor: Chris Behymer

While the entire industry is subject to ups and downs in terms of pricing and losses, it seems that the habitational (apartments, townhomes, and condominiums) and bar, restaurant and tavern (BRT) classes of business are particularly volatile.

Writing Contractor and Distributor Risks

Instructor: Chris Behymer

Agents in the insurance business for any length of time most likely have at least one contractor and/or distributor insured. These two categories of business comprise an increasing percentage of risks coming into the marketplace especially as the economy continues to improve.

Commercial Umbrellas: What to Expect, What to Avoid and What to Request

Instructor: Christopher Longo

Whether you have been an insurance agent for 10 days or 10 years, you can't afford to not offer your clients a Commercial Umbrella policy.

Business Interruption for Mobile Businesses

Instructor: Betsey Brewer

ISO forms were first released in February 2014 and are slowly being adopted across the country.

Construction Defect (2-Part Series)

Instructor: Bob Titus

This program provides best practices for claims consultants, owners and general contractors in the event of a large construction defect loss.

The CGL's Pollution Exclusion: Realities, Myths and Legends

Instructor: John Eubank

In this webinar we will find the Insurance Service Office 'pollution' exclusion does actually provide a great deal of coverage. Not really by what it says, but by what it doesn't say. It is called coverage by inference.

CGL's "Your Work" Exclusion

Instructor: John Eubank

What constitutes an "Occurrence?" If what happened isn't an "occurrence" do we need to go farther? We will briefly explore the various court cases over the past 30 years dealing with this subject.

Executive / Management / Professional Liability Webinars

New for 2016

Top 7 EPLI Coverage Questions

Instructor: Chris Christian

Join us for this webinar instructed by professional liability specialist Chris Christian, CIC, RPLU.

New for 2016

Top 7 D&O Coverage Questions

Instructor: Chris Christian

Join us for this webinar instructed by professional liability specialist Chris Christian, CIC, RPLU.

Placing D&O Coverage: Today's Critical Considerations for Every Broker

Instructor: Larry Goanos

Directors and Officers Liability Insurance has become more complex than ever thanks to a new array coverages – as well as restrictive terms and conditions – that are available in today's market.

Myths, Lies and Legends Surrounding Kidnap & Ransom Coverage

Instructor: Chris Christian

Kidnap & Ransom coverage can make or break not only the financial health of a company, but the health and safety of its owners and key employees.

What EVERY Agent Needs to Know about D&O

Instructor: Fred Fisher

Learn how insurance companies and retail brokers are focusing on D&O liability Coverage as a profitable business strategy and as an entrée to a clients highest level executives.

Do You Know EPLI?

Instructor: Fred Fisher

Learn the basic information and features necessary to understand EPLI as well as the requirements necessary for underwriting this line of insurance.

Fiduciary Liability and Its Misconceptions

Instructor: Fred Fisher

This course will clear up several common misconceptions beyond the fact that D&O policies EXCLUDE ERISA Claims.

Understanding E&O Coverage

Instructor: David Derigiotis

Join us for a breakdown of the E&O policy form and learn how to properly insure your client's exposures.

Identifying Professional Liability Exposures

Instructor: Chris Christian

This session provides the student with a strong understanding of the insureds' professional liability exposures. These exposures differ radically from the usual general liability exposures; further, some very unexpected classes of business are subject to professional liability claims.

Writing Lawyers' Professional Liability Coverage

Instructor: David Derigiotis

In today's competitive and aggressive legal environment, insurance professionals dealing in lawyer's malpractice need to be well versed in the coverage's and products available within the marketplace.

How to Read a Professional Liability Policy (2-Part Series)

Instructor: Chris Christian

The student of this two-part series learns the basic lexicon that's unique to professional liability, as well as the core concepts that differentiate this segment of the insurance industry from other liability lines.

How to Match Professional Liability Coverage to Your Insured's Exposures

Instructor: Chris Christian

Once the student masters the lexicon and concepts of Professional Liability, he or she will be able to translate the insured's needs into identification of the appropriate line of business.

Insuring Condominium Association D&O Exposures

Instructor: Betsey Brewer

Whether you sell or service Homeowners Associations or just serve on your condominiums board you will find this webinar informative.

E&O for Staffing Firms

Instructor: Chris Christian

Each category of staffing has unique professional liability needs and varying coverage needs which lead to some common pitfalls agents will encounter when trying to place coverage properly.

State of the Art EPL

Instructor: Chris Christian

The EPL marketplace is rapidly shifting, and coverage enhancements are developed, launched, and retracted at mind-boggling speed.

What to Know about Security and Privacy and the Policies that Insure It

Instructor: Fred Fisher

This webinar explores the history of and need for the one of the fastest growing coverage segments in the insurance industry: Cyber Risk.

Additional Insureds for Professional Liability

Instructor: Chris Christian

This webinar will show you why AIs are a dicey proposition in professional liability, when they're a legitimate requirement, how they may not work as expected, and how they impair your insured's coverage.

Comparing D&O Forms: What to Look For, Ask For & Run Screaming From

Instructor: Fred Fisher

Director & Officer Liability is a complex coverage. Whether it is a small Non-profit, privately held Corporation, or a publically traded company, it is not a coverage for the unwary.

Flirting with Disaster: Misunderstanding Employment Practices Liability Coverage

Instructor: Fred Fisher

Employment Practice Liability is no longer considered an expensive luxury, but rather a necessity.

Third Party Discrimination: The Coverage You FORGOT to Offer Your Insured

Instructor: Marjorie Segale

Most of us are aware of the importance of providing "discrimination" coverage for our business clients and need to check carefully if the Personal Injury section of the CGL includes coverage and how it is defined. But what about Third Party Discrimination... are you providing that coverage, as well?

Fiduciary Liability and the Settlor Duties

Instructor: Marjorie Segale

Many clients do not demand Fiduciary Liability coverage, but it is that the insurance producer understands the exposures that most businesses face today that could be transferred to a properly written Fiduciary Liability policy.

Insurance Fiduciary Duty and Trust Accounts

Instructor: Chris Marinescu

As agency owners and "custodians" of premium funds, independent insurance agents and brokers are personally held responsible for violation of fiduciary duty.

Condominium D&O

Instructor: Betsey Brewer

Condominium and other Homeowner Association need Director & Officer Liability coverage. Unfortunately not all policies are created equal and not all boards feel coverage is necessary.

Insuring Valuable Personal Property

Instructor: Kirk Hansen

Learn how covering personal valuables under homeowners' policies compares with the protection granted under inland marine "floaters."

Cyber Webinars

New for 2016

What the CGL Doesn't Cover Following a Cyber or Data Breach Loss

Instructor: John Eubank

Join us for this webinar instructed by John Eubank, CPCU, ARM.

New for 2016

Top 7 Cyber Crime Coverage Questions

Instructor: Chris Christian

Join us for this webinar instructed by professional liability specialist Chris Christian, CIC, RPLU.

What You Need to Know about Data Breach & E-Commerce Protection

Instructor: John Eubank

A breach can occur at any company, government agency (school), healthcare provider, law firm or insurance agents office. As a result, organizations that experience a breach have customers or patients from every walk of life.

Cyber Security & Privacy

Instructor: David Derigiotis

With the development of the internet, protecting personal and company exposure becomes more important. This course will cover the history of cyber development, computer viruses and information/ identity theft.

Computer Property Coverages

Instructor: Stuart Powell

This course discusses some of the emerging cyber exposures that businesses are facing today. We'll review traditional property and liability contracts and why they do not adequately address cyber exposures.

The Cyber Liability Insurance Boom

Instructor: David Derigiotis

The U.S. cyber liability insurance markets are on pace to write $2B in premiums for 2014-up from just over $1B in 2013. How much of this growth are you capitalizing on?

Cyber Exposures: Data and Its Perils

Instructor: Stuart Powell

This course will cover such issues as: Theft and Misuse of Data; Loss of Data; Website Interruptions; First Party Exposures/Third Party Exposures.

Blindsided by a Cyber Break-In

Instructor: David Derigiotis

What do one of the world's leading retailers have in common with a professional baseball team and the dentist's office across the street from your office? The answer is that they have all been recent victims of a cyber-attack.

Personal Lines Webinars

Who is an "Insured" in Personal Lines Forms

Instructor: Christopher J. Boggs

Knowing who is and is not an "insured" will lead to a better program by allowing any unintended gaps in insured status to be exposed and corrected before loss occurs.

Preparing Your Clients for Vacation

Instructor: Terry Tadlock

Learn what things your clients should know so their vacation does not become a nightmare.

Gaps in Home and Auto Coverage

Instructor: Terry Tadlock

Learn how to properly write Homeowners and Auto Policies for your clients to ensure that there are no gaps in coverage.

Comparing the Various Homeowners Forms

Instructor: Christopher J. Boggs

How does the HO-2 Broad Form differ from the HO-3 Special Form? How does the HO-3 differ from the HO-5 Comprehensive Form? And how to all the forms differ from the HO-8 Modified Coverage Form?

Who or What is Eligible for a Homeowners Policy

Instructor: Christopher J. Boggs

Just who or what does qualify for one of the six Homeowners coverage forms? The main key is occupancy, the other key is what is being occupied.

Insured Status in the Homeowners Policy: Who IS an "Insured" and Who can be Added

Instructor: Christopher J. Boggs

There are four "levels" of "insured" status in the Homeowners Policy, and the breadth of protection narrows as an individual moves from one level to another.

"Special Limits" of Coverage in the Homeowners Policy: An E&O Trap

Instructor: Christopher J. Boggs

The Homeowners Policy lists specific types of personal property and places a specific limit of coverage of such property - usually low compared to the actual exposure the insured has.

“Guaranteeing” Replacement Cost Protection in the Homeowners Policy

Instructor: Christopher J. Boggs

Two endorsements are available to “guarantee” replacement cost protection to the insured following a loss.

5 Most Misunderstood Homeowners Coverage Concepts

Instructor: Christopher J. Boggs

Five short webinars that go over Homeowners hot topics: Eligibility, Various Forms, Insured Status, Special Limits and “Guaranteeing” Replacement Cost Protection in the Homeowners Policy.

The Personal Auto Policy: Who and What is Eligible for Coverage?

Instructor: Christopher J. Boggs

Who is eligible for a personal auto policy and what vehicle types are eligible for coverage?

Insured Status in a Personal Auto Policy

Instructor: Christopher J. Boggs

The Personal Auto Policy (PAP) contains four coverage parts and can extend protection to three “levels” of insureds. As you move down levels, the breadth of coverage decreases.

Personal Auto Mysteries Revealed

Instructor: Christopher J. Boggs

Three short webinars on Personal Auto Policies.

The Essential Personal Lines Training Package

Instructor: Christopher J. Boggs

Eight short, online webinars covering important and interesting homeowners and auto concepts.

Assigning the Proper Use Classification to a Personal Auto

Instructor: Christopher J. Boggs

ISO applies five basic use classifications to a personal auto.

Personal Umbrella Policies

Instructor: Marjorie Segale

Personal Umbrella insurance policies provide protection in the event of the proverbial “rainy day.”

Insurance Skills Webinars

New for 2016

How to Read and Understand Any Insurance Policy

Instructor: Christopher J. Boggs

Insurance policy language, although required by many state laws to be "easy to understand," isn't always easy to understand. Sometimes the policy gives then takes away only to give back a little bit of what it took away later in the policy. It's no wonder our clients don't understand this stuff, we as insurance professionals don't always fully get it.

Working with Adjusters to Get Claims Paid

Instructor: Nancy Germond

This class is designed to provide agents and other insurance professionals with consultative claims skills to improve carrier relationships and improve bottom line financial results.

Understanding the Insurance Exposures of Non-Profits

Instructor: Peggy M. Jackson

Learn the unique operational aspects of nonprofits and how these differ from businesses. Learn how you can work together in a partnership that offers benefits to both the nonprofit and insurance provider.

Understanding the Different Property Insurance Valuations

Instructor: Christopher J. Boggs

Learn what "values" relate to insurance, how each of these values relates to indemnification, and the true insurance meaning of these terms.

Non-Fuzzy ERM in the Real World (2-Part Series)

Instructor: Peggy M. Jackson

Learn how "Enterprise Risk Management" (ERM) can help your agency (and your clients') be more efficient and better prepared to deal with any contingency.

Preparing a Winning Underwriting or Bid Submission

Instructor: Nancy Germond

This course will help you create a better bid presentation, build a stronger relationship with underwriters and help you present yourself in your organization's best light.

What to Expect from Specialty Lines Claims

Instructor: Fred Fisher

This webinar gives an overview of the specialty-lines claims process as experienced by insureds and brokers.

Beyond Basic Training for New Insurance Professionals: The Next Step in Professional Development (9-Part Series)

Instructor: Christopher J. Boggs

Designed for those new to the insurance industry or those seeking professional improvement.

I Wanna Know Risk and Insurance Concepts (7-Part Series)

Instructor: Christopher J. Boggs

Join us in the 7-part webinar! You'll learn about many popular insurance concepts and all about risk, risk management and what it means to you and your insureds.

What Makes a Risk Insurable

Instructor: Christopher J. Boggs

Insurance, in its role as a financing mechanism, combines two concepts: risk transfer and risk sharing. Although conceptually simple, the effective and efficient combining of risk transfer and risk sharing within the insurance mechanism requires many moving parts to produce the desired result.

The Legal & Contractual Aspect of Insurance

Instructor: Christopher J. Boggs

There are many unique provisions and requirements when it comes to insurance contracts. One part of insurance contract law that no one talks about is that the policy is the minimum that must be done.

Risk Management Theory & Applications

Instructor: Christopher J. Boggs

Risk management is a process combining methods for reducing or avoiding an undesirable event with sources for covering the adverse financial losses that result from the occurrence of the undesired event.

Crimes, Torts, Negligence, Legal Liability and Insurance (2-Part Series)

Instructor: Christopher J. Boggs

Legal liability is liability imposed by law on the person or entity responsible for the financial injury or damage suffered by another party or individual and can arise from intentional acts, unintentional acts or contracts.

Proper Use of Premium Financing

Instructor: Ted Koeth

Premium Finance can offer significant value to the insurance transaction, if used properly.

Principles of Premium Auditing (2-Part Series)

Instructor: Christopher J. Boggs

Join us as we learn the ins and outs of Premium Auditing.

Five Court Cases You Need to Know by Name

Instructor: Rick Pitts

Students completing this webinar gain an understanding of how the historical cases continue to affect the way insurance coverage is interpreted today.

Eight Court Cases You Should Know By Name (2-Part Series)

Instructor: Rick Pitts

There are slightly more than a handful of insurance industry cases that have become known by name. This seminar explores these cases and provides a substantive discussion of the principles they represent.

Claims Stories: From our Customers Perception

Instructor: Trent Massey

Can property insurers learn more about loss if claims are examined from the customer's perception?

Technology Is a Gimmick

Instructor: Trent Massey

Technology is everywhere and sometimes technology is suggested as the cure for everything. But, can technology fix all problems? Or, is the industry forgetting one of the most important aspects in claims processing - the human component?

The Agent's Role in Enterprise Risk Management

Instructor: Christopher J. Boggs

Can or should agents consider themselves the insured's "risk manager?" Can or should agents claim to provide "Enterprise Risk Management" services?

Preparing Professional Underwriting Submissions (2-Part Series)

Instructor: John Anderson

Learn how to effectively improve on the information requested in the application and get your submission moved to the top of the pile of submissions on the underwriter's desk.

Additional Insureds / Contractual Risk Transfer / Contract Review Webinars

10 Financial Statement Ratios Every CEO and Board Member Should Calculate and Review

Instructor: Joe Petrelli

As a CEO or board member of an insurer, you need to understand how the financial statements may be interpreted by these recipients.

The Real Effects of Granting Additional Insured Status

Instructor: Christopher J. Boggs

Learn if naming an additional insured will reduce the limits of coverage available or in any other way negatively affect the named insured's protection.

Indemnity Contracts and Insurance Policies: Lookout for Trouble!

Instructor: Stuart Powell

How does your client's insurance policy respond to promised indemnification? Does the policy finance everything your client's promise? These and other questions are answered in this informative webinar.

Strong Contractual Risk Transfer Requirements: What Makes the Best CRT Design

Instructor: Christopher J. Boggs

Because you do not want to pay a claim for the actions of someone other than your insured, contractual risk transfer is, or should be, at the front of every underwriter's mind when analyzing contractor risks.

Understanding the Basics of Contractual Risk Transfer

Instructor: Christopher J. Boggs

Learn how contractual risk transfer is defined and the duties of each of the three parties involved.

The Proper Care and Feeding of Certificates of Insurance

Instructor: Stuart Powell

Review the legal and regulatory issues as well as the do's and don'ts for handling Certificates of Insurance.

Leases and Contracts (2-Part Series)

Instructor: Terry Tadlock

Do you insure any Lessor/Lessee Risks? If so, you can't afford to miss these 2 courses!

ISO's New CGL and AI's: Trap or Treat?

Instructor: Chris Amrhein

With the launch of ISO's first significant revision to the CGL program in six years,provisions affecting Additional Insureds in both the standard CGL and AI endorsements may be the most crucial for agents and insureds to understand.

Insurance Industry Information Webinars

Insurance Industry Trends

Instructor: Chris Behymer

Effective use of the surplus lines marketplace can increase agency revenues and assist your organization in retaining key clients. Make plans now to attend this informative and interactive webinar!

What Makes a Good (or Bad) Acquisition Candidate?

Instructor: Ron Fry

Do you know how to spot the attractive or unattractive characteristics in acquisition candidates?

London Calling: Insurance & the London Market

Instructor: Elizabeth Reinhardt

The most complex and obscure risks from around the globe flow onto London's trading floors looking for coverage quotes.

The Past, Present and Future of the National Flood Insurance Program

Instructor: Eli Lehrer

The National Flood Insurance Program, established in 1968, is the United States Federal Government's largest and most significant intervention in the personal lines insurance market.

How to Leverage the Underwriters' Use of Big Data and Predictive Models to Write More Business

Instructor: Frank Pennachio

The insurance underwriting process is undergoing the most significant change in the past 50 years.

A Board's Guide to the NAIC's Own Risk and Solvency Assessment

Instructor: Joe Petrelli

In suppport of the National Association of Insurance Commissioners efforts to promote enterprise risk management and risk and solvency assessment tools, they have promulgated their own Risk and Solvency Assessment model act.

Farm Bill is Signed into Law: Update on Crop Insurance

Instructor: Rita McMullen

This course is essential for all insurance broker/agents who write Crop Insurance. We must communicate to our insureds the changes made in the new law that will affect them in 2014 going into effect in 2014.

MVR Maintenance and Privacy Laws: You Will Be Fined

Instructor: Marjorie Segale

Did you know that most states have regulations that require an insurance agent to keep records and comply with privacy laws when ordering MVRs?

Wage and Hour

Instructor: Marjorie Segale

Claims under "wage and hour" are the popular parting blows that dismissed employees are throwing at their prior employers.

Academy of Insurance Instructors

"Learn from the best without leaving your desk." Academy of Insurance instructors are strategically selected to provide expertise in a wide variety of insurance topics, based on real-world success and years of experience. For a complete list, visit www.ijacademy.com/instructors.

Chris Amrhein // AAI

President at Amrhein and Associates, Inc.

Following years as a producer and independent agency manager/owner, Amrhein worked as a full-time educator / VP of Education for the FAIA and VP of Education for the IIABA. He is now a speaker, consultant, and training developer.

Chris Behymer // CPCU, ASLI

Vice President of Marketing at Markel Southwest Underwriters

Since beginning his career in 1977, Behymer has held many prestigious positions, including Director of Training and Development at Scottsdale, Director of Education at AAMGA, and Director of Business Development at Markel.

Christopher J. Boggs // CPCU, ARM, ALCM, LPCS, AAI, APA, CWCA, CRIS, AINS

Vice President of Education at Insurance Journal's Academy of Insurance

A self-proclaimed insurance geek with a true passion for the insurance profession and a desire for continual learning, Boggs has authored hundreds of insurance and risk management-related articles and has five books in publication.

Betsey Brewer // CPCU

Partner and Senior VP at The Rule Company

Brewer received her CPCU designation in 1981 and has since served as the L.A. Chapter as President, CPCU Society Governor, and as the national President of the CPCU Society. She also serves as Strategic Planning Chair for IBA-West.

Chris Burand

Founder / Owner at Burand & Associates, LLC

Recognized as a leading consultant for agency valuations, producer comp plans, E&O carrier-approved E&O procedure reviews, and agency operation reviews. Burand also provides the acclaimed Contingency Contract Analysis® service.

For more info, contact academy@insurancejournal.com or 800-897-9965 x166.

David Derigiotis

Corporate Vice President at Burns & Wilcox

For more than ten years, Derigiotis has been involved in underwriting, account placement, and educating within the PL specialty segment. He's also appeared on the Fox Business Network and CNBC as a recognized cyber and privacy expert.

Marsha Egan

CEO at The Egan Group, Inc.

An ATHENA Foundation Award recipient, one of PA's 50 Best Women in Business, and 25-year veteran of corporate and volunteer America, Egan is a celebrated speaker, author, and ICF-certified workplace productivity coach.

John Eubank // CPCU, ARM

CEO and President at Professional Insurance Education, Inc.

Recognized as one of the premier insurance educators, Eubank has served on the faculty of the Society of CIC since 1976 and is a recipient of the Professional Leadership Scroll from the American Institute for Property & Liability Underwriters.

Larry Goanos

CEO at Andros Risk Services, LLC

A 25-year insurance veteran, Goanos has held many prestigious positions such as VP at Marsh, Executive VP and Chief Underwriting Officer at AIG, and Senior VP at ACE. Goanos has also authored two books.

Eli Lehrer

President and Co-Founder at R Street

Former speechwriter to U.S. Senate Majority Leader Bill Frist and flood insurance expert, Leher's work has appeared in the Washington Post, USA Today, Washington Times, Weekly Standard, National Review, and dozens of other publications.

Frank Pennachio

Co-Founder at Oceanus Partners

Pennachio is a 30-year veteran in agency ownership/management, sales training, and workers' comp. His keen understanding, humorous style, and depth of technical knowledge make him one of our most popular instructors.

Joe Petrelli

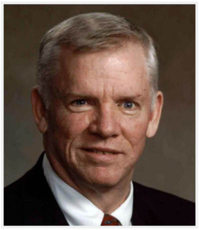
President at Demotech, Inc.

Petrelli graduated from The College of Insurance (now a school within St. John's) with a B.S. in Actuarial Science. He has also earned a M.B.A. from The Ohio State University. He has been engaged in the P&C insurance industry since 1969.

Rick Pitts

Vice President and General Counsel to Arlington/Roe & Co., Inc.

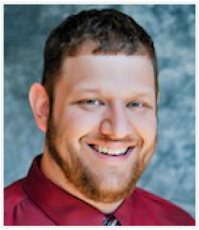
Pitts is an insurance industry-focused attorney, admitted to practice before Indiana state and federal courts, the U.S. Supreme Court and the U.S. Court of Appeals for the 7th Circuit. He has tried cases and participated in over 70 appeals.



Stuart Powell // MA, CPCU, CIC, CLU, CHFC, ARM, AMIM, AAI, ARE, CRIS

VP of Insurance Ops & Technical Affairs, Ind. Insurance Agents of North Carolina, Inc.

Powell has been personally involved in the insurance business for over 35 years. He was presented the Ernest F. Young Education Award by IIANC in 1991 and is currently on the National Faculty for the Society of Certified Insurance Counselors.



Kevin Ring // CWCA, MWCA

Lead Workers' Compensation Analyst at Institute of WorkComp Professionals

A licensed P&C agent, Ring has an affinity for making the technical simple with a plain-speak approach. He is an expert in workers' compensation, audits, experience mods, and injury management.

Peter Rousmaniere

Columnist at WorkCompCentral

A Harvard Business School graduate, Rousmaniere is an expert in workers compensation, other corporate types of insurance, new risk management product design and implementation, information technology, and risk communication.

Kathy Ryan // SPHR

Owner at Pinnacle Coaching Group, LLC

Over the last 30 years, award-winning author Kathy Ryan has influenced thousands through her coaching, consulting, and speaking. Her expertise covers leadership, communication, HR, team dynamics, and performance management.

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