



Sept & Nov 2009 in Michigan More Quality CE Programs From The Van Wyhe Group

We're Going Green! 8:45-12:00 3 Credits

The U.S. economy is going green and the insurance industry is responding to the new exposures. Learn about LEEDS, carbon footprint, and standards of a green building. Review the new coverages: environmental products, building & contents upgrades, and the new green Homeowners. Discuss the vehicle implications: discounts, hybrids, electric vehicles, mopeds & van pooling. Explore the liability issues in D&O, professional liability, and greenhouse gas emission liability. Learn what it means to "go green." Learn to recognize and deal with your client's emerging green exposures.

ETHICS IN PM

Ethical Issues: Privacy & Confidentiality 1:00 – 4:00 3 Ethics or General Credits

Privacy and confidentiality are two related issues that are emerging in modern society. Every agent should know the fundamentals of both. Privacy is the right to be free from interference. Learn about the various types of privacy, the legal implications, the coverages available, and the agent's exposures. Confidentiality is the duty to protect privileged information. Learn the ethical duties of the agent and the obligations of the professional. Review the federal legislation that impact both privacy and confidentiality. Increase your comfort level, help your clients, and prevent E&O by learning more about privacy and confidentiality.

Sept 14-Trav City Sept 15-Birch Run Sept 16-Troy Sept 17-Ann Arbor Sept 18-Grand Rapids

Survival Skills in the New Economy 8:45 - 12:00 3 Credits

Mankind is going through the third major revolution – the technological revolution that is catapulting it into the information age. At the same time, the world economy is going through a major restructuring. Discuss the changes that have hit the insurance industry and those we might experience in the future. Review the Six Principles of Technology and how they impact the insurance transaction. Explore the Survival Skills that are necessary to thrive in a new environment. When you embrace change you will see opportunities rather than obstacles. Those agents who do not meet this challenge fall behind.

ETHICS IN PM

Ethical Mistakes that Destroy Relationships 1:00 – 4:00 3 Ethics or General Credits

Despite the impact of technology, insurance is still a relationship business. Discuss the dynamics of relationships in today's difficult business climate. Learn the things that agents do (or fail to do) that damage their relationships with carriers, clients, & peers. Explore the impact of Integrity: define it, learn the three components, see examples of how it impacts relationships. Discuss difficult client relationships and develop an ethical approach to handling them. Success is not just defined by how far you go but also by how much you enjoyed the ride. Enhancing personal and business relationships makes the ride much more rewarding.

Nov 2-Gaylord Nov 4-Troy Nov 5 - Okemos Nov 6-Grand Rapids

\$59 half day,
\$118 full day

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Name: _____ **Lic #:** _____

Email: _____

Seminar Date: _____ **AM/PM/Both:** _____

Agency: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Tele: _____ **Fax:** _____

Send check or charge to MC _____ **Visa** _____

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Signature: _____