



November 2009 in Michigan

Another Quality CE Program From The Van Wyhe Group

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.

You cannot slow the pace of change but you can adjust your response to it. When you embrace change you will see opportunities rather than obstacles. Those agents who do not meet this challenge fall behind.

Ethical Mistakes that Destroy Relationships

1:00 – 4:00 3 Ethics or General Credits

ETHICS IN PM

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.

Programs presented by
Phyllis Van Wyhe, CPCU, CIC, CSP

Nov 2
Gaylord
Hol Inn Express

Nov 4
Troy
Walsh College

Nov 5
Okemos
Holiday Inn Express

Nov 6
Grand Rapids
Western MI Univ

\$59 half day,
\$118 full day

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Name: _____ **Lic #:** _____

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

Agency: _____

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