



2015 IAIP Region IV Conference

## Magical Mystery Tour

**Get on the Bus, with these Educational Opportunities!**



*Conference registration includes the following classes. Attendees wishing to take maximum advantage of the educational opportunities are encouraged to arrive Wednesday, April 8<sup>th</sup>, since classes start at 8 a.m. Thursday morning.*

### Continuing Education

Just the Facts – Become NFIP & Flood Insurance Savvy – Thursday, 9 a.m.-12:00

Courtesy of Westfield Flood, Presented by Jennifer Sherratt & Courtney Guss

‘Just the Facts’ provides attendees with a basic understanding of the National Flood Insurance Program and the Standard Flood Insurance Policy, including guidelines, regulations, coverages, underwriting information and much more.

*Approved for 3 hours of Continuing Education in Indiana (Course #25234/Provider #98520), Michigan (Course #65622/Provider #0772), Ohio (Course #34919/Provider #853), and Kentucky (Course #C66780/Provider #PR65111).*

Successful Mitigation of Fire & Smoke Damage – Thursday 9 a.m.-12:00

Courtesy of Rainbow Restoration, Presented by Bruce Vogt

*Those attending BOTH Rainbow Restoration CE classes will enjoy lunch, courtesy of Rainbow Restoration.*

‘Successful Mitigation of Fire and Smoke Damage’ provides an overview of fire and smoke damage and the related claims processing, customer service issues. Attend this class to learn about the claims aspects of smoke, the continuing damaging effects of smoke residue when not mitigated quickly, and industry-standard methods required to reduce the damage or cost.

*Approved for 3 hours of Continuing Education in Michigan (Course #64603/Provider #701), Ohio, (Course #32637/Provider #857), and Kentucky (Course #C08255/Provider #1389). This course is not approved for continuing education in Indiana.*

Ethics in Insurance, Business & Life – Thursday 1:00 p.m.-4:00

Courtesy of Rainbow Restoration, Presented by Bruce Vogt

*Those attending BOTH Rainbow Restoration CE classes will enjoy lunch, courtesy of Rainbow Restoration.*

‘Ethics in Insurance, Business, and Life’ will be presented to insurance professionals as a study of requirements and prohibitions governing actions based upon values.

*Approved for 3 hours of Continuing Education in Indiana (Course #21062/Provider #2834), Michigan (Course #64604/Provider #701), Ohio, (Course #29202/Provider #857), and Kentucky (Course #C30572/Provider #1389).*

Windshield Repair – Friday 8:30 a.m.-9:30

Courtesy of Safelite Auto Glass, Presented by Jack Bernard & John Wagner

In ‘Auto Glass Repair’ we will go through the process of repair with an auto glass technician and discuss the technology and financial saving that comes from repair.

*Approved for 1 hour of Continuing Education in Indiana (Course #26181/Provider #80593), Michigan (Course #61626/Provider #0679), Ohio (Course #3171/Provider #1311), and Kentucky (Course #C16195/Provider #S10436).*



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Insurance Fraud & How to Prevent It – Friday 9:30 a.m.-11:30

Courtesy of Safelite Auto Glass, Presented by Jack Bernard & John Wagner

In ‘Insurance Fraud and How to Prevent It’ we will look at different types of fraud, their financial impact, and common schemes. The class has video of real world examples and you can expect lively discussion.

*Approved for 2 hours of Continuing Education in Indiana (Course #26179/Provider #80593), Michigan (Course #62020/Provider #0679), Ohio (Course #19411/Provider #1311), and Kentucky (Course #C54732/Provider #S10436).*

### Certified Leadership Professional (CLP) Program

Speaking Under Pressure – Thursday 8:00 a.m.-12:00

Courtesy of Donegal Group, Insurance Professionals of Columbus, Ohio, and Cheryl Blair, Presented by Vikki Angelo, AIC, ITC, CPIW

**It’s one thing to present to a group when the group is receptive to the message you will communicate.** But it becomes risky if the news is not good. What if members of your audience are not advocates of your position? Attend this class to improve your skills and learn new techniques, to give you the persuasive edge when you are making a presentation, fielding difficult questions, or presenting complex information.

Project Management Fundamentals – Thursday 1:00 p.m.-5:00

Courtesy of Swartz Contracting, Presented by Cindy **Prud’homme**, AINS, CPIA, CIIP, CLP

In addition to the regular duties of your job, you are often expected to take on extra assignments, and to get that additional job done well, under budget, and on time. This course is designed to help you become familiar with the most common terms and practices of project management. You will learn to identify the phrases of a project’s life cycle, how to prioritize and begin to conceptualize projects, use a target chart and additional planning tools, and more.

### Business Skills & Association Management

Supplemental Insurance – Thursday 3:00 p.m.-5:00

Courtesy of Aflac, Presented by Peggy S. Bauman

Attendees of this workshop will learn that supplemental insurance products are straightforward and easy to understand and will see how they can be added to existing employee benefits with ease. Participants will be able to introduce supplemental insurance to their business clients and increase commissions with the collaboration of an experienced Aflac agent.



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Civil Depositions: You Do Not Have the Right to Remain Silent – Thursday 1:00 p.m.-3:00  
Presented by Chelle Carey, CLP & Miriam Rich, JD, CIIP

When you receive a Notice of Deposition or Subpoena, consequences may be severe if proper representation and preparation are not undertaken. See the process from the inside, based on genuine claim facts and a bad faith litigation scenario presented by an experienced attorney and claims professional. The skills and **techniques will benefit any insurance professional, whether you've never seen a Notice of Deposition before or have testified dozens of times.**

Effective Teams/Better Relationships – Thursday 10:00 a.m.-12:00  
Presented by IAIP Vice President, Tish Riley, CIIP, DAE, CLP

Social dynamics in business and personal interactions relate directly to the success or failure of a team. Attendees of this workshop will learn effective ways to communicate within a team, to recognize and adapt to the needs of the individuals within a team, techniques for dealing with negative interactions, and will learn **common sense "Best Practices"**

Enhancing the Member Experience – Thursday 8:00 a.m.-10:00  
Presented by Penny Duer, CPCU, AINS, API, CPIW, Deborah Wade, KASCR, AINS, CPIW, Cherri Harris, MSBA, CIA, CIIP, **and Cindy Prud'homme**, AINS, CIA, CIIP, CLP

What are new, innovative ways to recruit and retain members while meeting the needs of diverse markets? In this engaging program, you will acquire new tools and techniques to recruit, retain, and engage members, understand the strategy for how the international organization can best support local associations and leaders, and share best practices from your association with your peers.

IAIP Association Leadership Workshop – Friday 9:30 a.m.-11:30  
Presented by IAIP Vice President, Tish Riley, CIIP, DAE, CLP

Each year the IAIP Board of Directors prepares a workshop for members to gain valuable training, in order to lead their local associations to success. Attend this workshop to learn how you can make your local association a stronger, better performing group and get the latest on what tools are available to help you, now and in the future.