May 2019

Change.
Does that word put fear into your bones? What if I told you change can be good?

We’ve said it many times: "doing the same thing and expecting different results is the definition of insanity." So, instead of fearing change, which is inevitable, we should embrace it! Here are some reasons to embrace change.

**Change helps you to grow:** Individually and as an association!

**Change teaches you to be flexible:** Are we in a rut? Meeting change head-on with excitement helps us maintain a more positive attitude!

**Change reveals your strengths:** If we do things ‘the way we’ve always done things’ then how will we develop our ability to adapt in new ways?

**Change breaks up routines:** Have you ever tried to use your left hand to write or operate your mouse at the computer? Doing something unexpected keeps your mind active, refocusing your thoughts. It also helps our mind not be fixated on negative thought patterns.

**Change offers opportunities:** Even small changes can present opportunities that can have a domino effect, providing you with more choices than you ever dreamed possible.

As our association begins to embrace the transformational changes needed to move forward, I would encourage you to be brave and open minded! We have an opportunity to mold IAIP into a dynamic organization growing to meet the challenges of today and providing value for all members.

In fellowship,

Penny J Duer, CPCU, API, CPIW, AINS
IAIP Region IV Vice President

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**78th Annual Convention**

**Tours**
Add a tour to your Convention trip and make it a vacation! IAIP is offering some great ideas and information on tours and other creative, fun tourist destinations around Reno/Tahoe.

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**Find Your Dream Job**

- Sutton Winson Ltd - Commercial Insurance Claims Handler
- Clyde & Co - Insurance Coverage Litigation Associate
Brand: YOU
Build Your Career - and your personal brand - with a professional headshot! Did you know that the average shelf life for a professional headshot is only two years? Take advantage of an amazing opportunity to refresh your professional image for only $25 while you are at the IAIP Convention. The average price of a professional headshot ranges between $100 and $250. Email Amanda Hammerli, Director of Membership to add a headshot appointment to your registration.

Lip Sync Nerd Battle
On Thursday, June 6 immediately following the Welcome Reception, we invite you to join the fun as our very own Danny Douglas emcees the YNP’s Lip Sync Nerd Battle.

Not one to sit on the sideline? GREAT! Gather friends in your region to compete against other regions and MALs to take home the grand prize. Team coordination including music selection and costumes are entirely up to you! Be sure to indicate your interest when you register for Convention and a YNP Task Force committee member will be in touch with you to officially enter your group. Questions? Contact Rachel Shubert.

Attendees: Education Sessions
If you haven’t already, be sure to specify which education sessions you will be attending. Choose from a diverse range of educational opportunities, all included with the All Access convention registration. Be sure to also download all applicable handouts and student guides PRIOR to traveling to Reno. Check back often as handouts are added as they are received from presenters.

Full registration attendee portal
Business session only attendee portal

International Secretary Election Results
Congratulations to Diane Martell as the newly elected 2019-2020 International Secretary! We are looking forward to Diane’s innovation and leadership courage.

Thank you to all the members that participated in the election of the 2019-2020 International Secretary. 29% of the membership participated in the election process far exceeding the required 10% of the membership.

The Tellers Committee, chaired by Vikki Angelo, AIC, ITP, CLP, oversaw the verification of the ballots cast.

The election of Diane Martell completes the 2019-2020 Board of Directors who will begin their term on July 1, 2019.
Number of Votes Needed to Establish a Quorum  258
Number of Votes Cast  752
Number Needed to Elect  377
Votes in favor of Diane Martell  740

2019-2020 Board of Directors
President
Cindy Prud’homme, AINS, CPIA, CIIP, CLP
President-Elect
Lauri Oakden-Binder, RWCS, CRIS, CLP, CIIP
Vice President
Geraldine Plott, CPCU, CPD, FCLA, SCLA, AIC, ARM, AIS, AINS, CIIP, DAE, CLP
Secretary
Diane Martell, FCLS, CIIP

Region I
Sue Quimby, CPCU, AU, CIC, CPIW, DAE
Region II
Jessica Pruitt
Region III
Vickie Harmon, CMA, CIIP, PIAM, CLP, DAE
Region IV
Penny Duer, API, CPCU, AINS, CPIW
Region V
Gayla Martin, CISR, CIIP
Region VI
Alesha Raney, CISR, CPIW
Region VII
Robin Souza, CPCU, CIC, CRM, AFIS, AIS, AIC, AINS, CIIP

Congratulations!

Regional Award Winners
Congratulations to the winners of the regional awards! These distinguished nominees are candidates for the international award to be presented at the 78th Annual Convention in Reno, NV. Join us at convention to cheer on the regional winners.

2018-2019 Grant Recipients
We are honored to award four Legacy Foundation grants to support educational programming for local associations, councils and regions. Congratulations to the following organizations receiving a 2018-2019 grant:
- Florida Council - 2019 Council Meeting Education Grant
- North Carolina Council - 2019 Council Meeting Education Grant
- Region I - 2020 Regional Conference Education Grant
- Region II - 2020 Regional Conference Education Grant

International ByLaws Amendment

The International Voting Body - One Member One Vote motion requires a vote of the membership delegates at the 2019 International Convention. Questions that were presented and feedback provided during the Regional Conferences was reviewed and additional clarification has been incorporated into the Frequently Asked Questions document.

Delegates attending convention must complete the Certification & Credentials of Delegate(s) form. Completed forms should be submitted to the 2019 International Credentials Chairman, D Cunningham, at de.cunningham@verizon.net. Please email a copy of completed form to the Credentials Chairman prior to the convention or bring it with you on-site.
Members-At-Large will meet at Convention immediately following the Convention Briefing on Friday, June 7 to select the MAL voting delegates. The Credentials Chairman will provide the delegate forms to be completed during this meeting for the MAL voting delegate(s).

Call for Volunteers

**Get Involved!** IAIP is now accepting volunteer interest forms from members interested in serving a one-year term on a 2019-2020 IAIP Task Force.

These task forces will help to create and guide IAIP’s programs and initiatives. Please consider joining a task force: we need your fresh, new, bold ideas and suggestions. In exchange, you will further develop your leadership skills, enhance your IAIP network, and influence the future of IAIP. Volunteer interest forms are due on June 1, 2019 and member appointments will be finalized in June. Newly appointed members will assume their positions on July 1, 2019.

If you would like to learn more about the opportunities or share suggestions and ideas, reach out to President Elect, Cindy Prud'homme. She is eager to brainstorm with you to keep advancing IAIP.

Learn more about these opportunities and submit your volunteer interest form.

May eLearning: Personal Disaster Preparedness

**Wed, May 15**
2:00 pm ET
**Presented by Sue Quimby, CPCU, AU, CIC, CPIW, DAE**
Disaster can strike at any time - often without warning. Join us on Wednesday, May 15, 2019 to learn how to prepare your family if the unexpected should happen - from how to document your belongings to what you need to have ready to take in the event of an evacuation.

This webinar is complimentary for IAIP members and only $15 for non-members. Pre-registration is required to receive the webinar access link. This webinar qualifies for IAIP Education hours for CIIP and DAE designations. **Register today!**

Education Update

**E&O Hotspots**

Insurance Agents have been dealing with Errors & Omissions (E&O) Insurance for over 60 years. Mistakes happen. You can't be everywhere and you certainly can't handle every job related to insurance. Errors and Omissions coverage insures not only your mistakes, but also the mistakes of the employees and independent contractors you hire.

There are hotspots, those areas that can burn you, even though you did the best you could to meet the demands of your customers. Taking short cuts, trying to make exceptions to the process, doing things quickly to make an unreasonable client go away, all have the potential to put you in a hotspot.
Although lawsuits were once a measure of last resort, they’re now used routinely to settle disputes. Not only are suits more frequent, they’re also more expensive. Multi-million-dollar awards have become normal settlements.

**E&O Hotspots**, a 30-minute Insurance Career Advancement Now (I CAN!) Series course will provide workable solutions to put the hotspots on ice and reduce lawsuits. Learn about best practices that you and your agency or company can adopt that will reduce mistakes and help you not to get burned. Present this course at your next local association meeting or consider any of the I CAN! Series courses.

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**Confidence While Communicating Virtual**

It's time to master the art of effective communication! Check your calendar and save these dates for the next Confidence While Communicating (CWC) Virtual class starting September 10! Attend this virtual class in the comfort of your office or home. Here's a look at the schedule:

- **Session I & II**: Tuesday/Thursday, September 10 & 12
- **Session III & IV**: Tuesday/Thursday, September 17 & 19
- **Session V**: Thursday, September 26
- **Session VI**: Thursday, October 3
- **Session VII**: Thursday, October 10
- **Session VIII**: Thursday, October 17
- **Session IX**: Thursday, October 24

Class will meet 6:00PM ET. A short introduction to the class and Zoom video conferencing platform is scheduled 2:00PM ET on Thursday, September 5. Registration available soon! Have questions? Contact Rebecca Clusserath, IAIP Education Director.

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**FIT**

**Road to Reno Virtual Challenge**

A big THANK YOU to those who've participated or are still participating in the virtual Road to Reno. Congratulations to those who've made it, and if you're still on the road, please know we're cheering you on every step of the way.

**May FIT Challenge**

Have you heard? Sitting is the new smoking! Research shows that a sedentary lifestyle may lead to an increase in blood pressure, high blood sugar, excess body fat around the waist and abnormal cholesterol levels. There are also studies that indicate an increase in the risk of death from cardiovascular disease and cancer related to the amount of time spent sitting. Our jobs, for the most part, are inherently sedentary. Here are some tips to help get you up out of your chair and fighting off the negative effects:

Drink water! Eight ounces every hour will keep your kidneys functioning and sending you out of your chair to the bathroom. When you get up, don't just go to the bathroom - take the longest route you can to get there, or better yet, go to a bathroom on a different floor. When you get back to your desk/office, do a quick circuit of exercises. Here are some ideas:

- 10-20 jumping jacks
- 10-20 high knees
- 10 modified push ups
- 10 bicep curls with bands or weight
20 arm circles (10 small, 10 large)
10 triceps extensions with bands or weight
10 shoulder presses with bands or weight
10 lunges or lunge/walk back from the bathroom
10 squats with or without bands or weight
15-second wall-sit
30-second plank

The absolute easiest thing you can do to increase resistance is use an exercise band. They are available in different levels of resistance and are super portable. Some other ideas for office-friendly weights: bottles of water, and we all have a bags from a conference - grab two, and fill them with books. It is important to stretch, and don't forget to refill that water bottle! Before beginning any type of exercise program, be sure to discuss it with your doctor.

The Challenge: Keep track of how many circuits per day you do Monday through Friday, each working day of May. One circuit should consist of one exercise each of cardio, upper body, lower body, and core. Email the total number of circuits you completed to Nachole Gillis by 6/3/19 to be entered to win an IAIP water bottle.

Mentoring

The IAIP Mentoring program is in full swing and many members are taking advantage of the program. You don’t want to miss out! Join us at the International Convention for the session *Ins and Outs and Upside of Engagement* to learn more about our Mentoring Program as well as the Gamma Iota Sigma (GIS) Job Shadow Program. GIS is a college fraternity devoted to the promotion and encouragement of student interest in the insurance industry.

If you can’t make this session, be sure to visit the Mentoring Task Force table at breakfast on Friday. Stop by, ask questions and learn how getting involved can make a difference in your professional development. Mentees and Mentors are encouraged to attend! Can’t make it to Convention? Read more about the IAIP Mentoring Program online.