We are committed to delivering the tools that advance your career, connect you with business opportunities and provide a sense of community you will not find elsewhere.

This is and has been our commitment to you - one that we do not take lightly; one that will involve challenges as well as difficult decisions. Decisions that will involve change. Change is not always easy - but change is inevitable - it is the one thing in our lives that is constant. In the words of Charles Kettering, "The world hates change, yet it is the only thing that has brought progress".

Everything changes; people, places, businesses, even our culture. We must recognize that our association has changed over the years. Our industry has also changed; consumers can obtain insurance through the internet, banks, and call centers. Look at some of the issues our industry currently faces - identify thief, cybercrime and ransomware, just to name a few. In the same way your employers invest in keeping your company current, we too must invest in our association to be able to give you those tools and opportunities we have committed to.

In one of our CLP courses, it states we must act like business owners: focus on our top priorities; anticipate and think about the bigger picture; and show passion and enthusiasm. The following quote was the theme of a recent council conference and is so appropriate: "What got us where we are today, won't get us where we need to go. History shows that as companies reach the 40-year mark, they need to innovate to remain relevant and thriving."

~ Tom Clark, Nationwide E&S/Specialty President.

Look at change as a new adventure, a chance to start something new. Be proactive, accept the past but fight for the future and above all remain positive, aligning yourself with positive, supportive people.

"There are three types of people in the world: those who make things happen, those who watch things happen, and those who wonder what happened."

~ Mary Kay Ash

I hope you will join your board and be among those 'that make things happen'. Let's Go All In and do this!

In fellowship,
Geraldine Plott
IAIP Vice President

Welcome New Staff Member: Sophie Normil

As IAIP’s association management partner, Meeting Expectations, is excited to announce a new addition to the IAIP team. Sophie Normil is joining the IAIP team as the new Sr. Association Coordinator. With this addition, the team is working to realign overall responsibilities of the management team members for stronger alignment with the overall strategic objectives and operational needs.

Sophie is a recent graduate of Kennesaw State University and brings strong association leadership and orientation programming experience to the team. With a passion for writing, travel and meeting new people, she will be a great addition!
This realignment of responsibilities will take place over the next few weeks as Rebecca Clusserath, Education Director, prepares to transition off the team. Rebecca joined the team in 2014 and has been an invaluable contributor helping to guide the current educational product offerings for IAIP. While she is transitioning to support another client within the Meeting Expectations family, she will be missed, but will not be far.

Watch for more details as the realignment of responsibilities is finalized in the coming weeks.

Foundation Grants: Deadline Coming Soon!

Legacy Foundation grants previously awarded have been used to support education programs and keynote speakers at local associations, Council Meetings and Regional Conferences. The Legacy Foundation grant deadline is quickly approaching! Don't miss out on this valuable member benefit.

**Grant Guidelines and Application Form**
**Application deadline: October 15**

**Scholarship Guidelines and Application Form**
**Application deadline: January 15.**

Learn more about the past Foundation Grant recipients and start planning to submit your application.

Employer Benefits

IAIP offers multitude of benefits to employers. Share our employer benefits with your manager and industry contacts and encourage them to see how much value IAIP can add to their company.

**IAIP Employer Benefits**

**IAIP Designations**

**Career Development**

**Certified Leadership Program**

**Confidence While Communicating**

**Selling Essentials Series**

Call for Volunteers

**Cindy Prud’homme, IAIP International President, is asking for your help. Yes, you! Read her important message.**

The following Task Forces need additional volunteers:

**Convention**
Assist in the planning of the 2020 International Convention to provide visionary programming in a high-quality adult learning environment and numerous networking opportunities.
**Education**
Support the overall direction of education for IAIP through the management of the current course catalog, methods of delivery, and future programming.

**Member Engagement & Services**
Understand the areas of success and areas of need regarding member engagement and leadership development that would lead to the development of additional resources and programming necessary to assist in the growth and strengthening of the association.

**Non-Dues Revenue**
Support the further diversification of revenue.

Learn more about these opportunities and submit your volunteer interest form today!

**Virtual Town Hall Meetings**

Save the dates for the fourth Wednesday of each month as board members lead the conversation about everything happening within IAIP at our monthly IAIP Virtual Town Hall Meeting.

Registration is open for the next meeting on Wednesday, October 23 at 2:00 ET (please note this is a different time than previous months’ meetings). Cindy Prud’homme and Lisa Hardin will discuss IAIP’s Corporate Training Programs & Corporate Membership initiatives.

**eLearning**

**Bad Faith Claims**
Join us Wednesday, October 16 for Bad Faith Claims. This presentation covers the vital role that insurer’s play in investigations and how to protect that role through understanding their duty of good faith to the insured. Attendees will have a greater understanding of the importance surrounding conducting a proper investigation, while not breaching their duties to the insured and ultimately, avoiding potential bad faith exposure.

**Presenter:** Michael Parker, Managing Partner of Parker, LLP Attorneys at Law.
**IAIP eLearning Track:** Industry Trends

This webinar is complimentary for IAIP members and $15 non-members. Pre-registration is required to receive the webinar access link. No refunds are available after purchase. This webinar qualifies for IAIP Education hour for CIIP and DAE designations.

Learn more and register today for this event!

**Community Café Call for Proposals**

IAIP is pleased to announce that the call for session proposals is now open for the 2020 International Convention Community Café. The convention is scheduled for June 11-13 in Louisville, KY. Proposals will be accepted through October 11, 2019.

We are seeking 20-minute presentations that will be delivered in an engaging way and that provide relevant content that offers innovative
thinking and offers new approaches, ideas and tools. These mini-sessions have an emphasis on soft skills, networking and personal enrichment and should be relevant to all attendees.

Examples of previous Community Café sessions include:
- Planes, Trains, Automobiles, Ships, Helicopters, Zodiacs - Interesting Ways to Travel
- Show Me the Money - How to Apply for Scholarships
- Budgeting toward Retirement
- How to Conduct Productive and Fun Meetings
- Leadership Essentials
- Positive Self Talk
- What's the Big Deal with Opioids?
- Goal Setting - Are You Doing it Right?

Submit your Community Cafe session proposal today.

Survey: We Want to Hear from You

Imagine coming together with IAIP members from across the country to share ideas, knowledge and connections, and learn more about different areas of the insurance industry.

You no longer need to imagine! Special Interest Communities are on the horizon for IAIP. This new IAIP benefit will help members from across the country connect digitally and take a deeper dive into the issues facing their segment of the industry.

The 2019-2020 Member Services and Engagement Task Force is asking for your feedback. Please take a few minutes to participate in our survey.

Board Summary

The IAIP Board of Directors met in September 2019. Please see the Board Summary outlining the highlights of the meeting and the updates to the Comprehensive Manual.

November Turkey Trot Step Challenge

As you plan your Thanksgiving dinner menu, consider how you’re going to work off those extra stuffing, gravy, and pumpkin pie calories. We are having a step challenge that will run from November 1-30, 2019. Use your activity trackers or pedometers to keep track of how many steps you take each day during the challenge.

Increasing steps leads to better sleep, stress reduction, improved mood, increased energy, and will benefit your bones and joints. Take walks during your breaks and lunch. Park your car further away. Walk your dog or take a walk with family and friends, dance around the house!

Submit your step tally to Katharine Nohr by December 5, 2019 in order to compete and receive a certificate of completion. The winner will be recognized in the January Connections! Please include: your name, local association, region, email, phone number, a list of your step totals and how you recorded your steps. Please submit this in the body of the email, rather than by attachment.
Feel free to start your step habit in October to earn the right to eat extra Halloween candy!

By Katharine M. Nohr, J.D.