CE CLASSES

**Latest Security Cyber Threats & How to Protect Your Business** #73266, 3 CE hrs
Participants will develop an awareness and working knowledge of how to protect their computer network. In this day of insurance agency management and almost complete dependence on the internet - it is important for the procedures of the agency be designed to protect consumer information. Information on the exposures and ways to protect the agency are presented.
Instructor - Jerry Fetty

Sponsored by SMART IT Services

**Handling a Hoarding Dilemma** #71103 3 CE hrs
Learn how to identify and assist hoarders, and handle loss properly when a hoarder is involved. Understand the impact on the claims process, claims cost, and concerns that arise when this type of loss is encountered.
Instructor - Tom Little

Sponsored by of Kalamazoo/Battle Creek

SELLING ESSENTIALS CLASS

**Understanding the Sales Cycle** (4 hours)
In Understanding the Sales Cycle you will learn the steps in the customer buying cycle, the customer's decision-making process and the steps in the sales process to find your areas of improvement in today's selling environment.
Instructor - Cindy Prud'homme

Seeking sponsor

CLP CLASSES

**Financial Intelligence** (2 hours)
Contribute to planning and strategy discussions with more confidence by understanding the purpose and benefits of budgets, identifying essential financial statements, conducting a break-even analysis and learning which ratios may be important to your organization.
Instructor - Tammy Wascher

**The Exceptional Manager** (2 hours)
Study how to balance the qualities of an exceptional manager - developing self-awareness, demonstrating consistency, displaying humility and confidence - to increase employee engagement and satisfaction.
Instructor - Jen Humphries

CLP Classes Sponsored by Frankenmuth Insurance
MICHIGAN COUNCIL
EDUCATION
At ANNUAL COUNCIL MEETING
OCTOBER 13-14, 2017

Insuring Your Future

ALL CLASSES to be held on Oct 13th -- Course Descriptions on reverse side

PLEASE indicate the classes you wish to attend with a mark on the line left of class time. Unless you are contacted with a change, you will be attending your selected classes. Classes are free for members attending the conference - costs vary for non-members.

CE CLASSES

_____ 9AM - Noon - Latest Security Cyber Threats & How to Protect Your Business #73266, 3 CE hrs

_____ 1:30 - 4:30 PM - Handling a Hoarding Dilemma #71103 3 CE hrs

SELLING ESSENTIALS CLASS (non-member $50*)

_____ 8:00 AM - Noon - Understanding the Sales Cycle (4 hours)

CLP CLASSES (in same room - quick break between)

_____ 1:00 PM - 3:00 PM - Financial Intelligence (2 hours) (non-member $25*)

_____ 3:00 PM - 5:00 PM - The Exceptional Manager (2 hours) (non-member $25*)

Please email registration or questions to jkholstine@insuranceeducators.net or send in with conference registration.

REGISTRATION -- DEADLINE: 10/01/2017

NAME: _____________________________________________________________
Please Print or type name as appears on license if taking CE classes

SYSTEM ID if taking CE Classes _______________________________________

EMAIL: ___________________________________________________________

LOCAL ASSOCIATION: _____________________________________________

Feel free to share this with other professionals who might want to take the classes. All are welcome.
*Non-Members
Checks payable to IPSM & mailed to: Linda S Britton, 1513 Fairbanks Ct, Kalamazoo, MI 49048