

BREAKOUT SESSION SPEAKERS

Coaching Conversations – IAIP CLP Course

This course will help you establish the context of a situation and lead a series of coaching conversations that make individuals responsible for proactively defining goals and becoming accountable to commitments. You'll understand how aspects of coaching conversations (such as defining an opportunity/problem, analyzing options and developing action plans) can help individuals meet goals successfully through motivation & support.

ATTENDEES MUST ORDER COURSE MATERIALS FROM IAIP WEBSITE & BRING WITH THEM TO THIS CLASS IN ORDER TO PARTICIPATE.



Linda H. Luka
CIIP, DAE, CLP, AAI, AIS, CPCU, CISR
West Bend Mutual Insurance Co.

IAIP INTERNATIONAL PRESIDENT

**Kettle Moraine Insurance
Professionals**

Linda is Agent Education Coordinator at West Bend Mutual Insurance Company. She is responsible for coordinating continuing education classes, finding new topics, speakers and filing new courses for approval, renewing of current courses along with overseeing registering CE credits for attendees as well as for specialty producer and agency staff programs.

Linda is the charter and founding president of the Kettle Moraine Insurance Professionals. She is part of the Wisconsin Council of Region V and currently serves as IAIP International President. She is on the CISR Board of Governors for the National Alliance.

Challenging Negative Attitudes – IAIP CLP Course

This course will explore how to challenge individual negativity as well as how to protect yourself from the negativity of others. You will learn how to use a four-step process to use in coaching yourself and others to build optimistic responses to any given situation. **ATTENDEES MUST ORDER COURSE MATERIALS FROM IAIP WEBSITE & BRING WITH THEM TO THIS CLASS IN ORDER TO PARTICIPATE.**



Pam Haakenson
CIIP, CLP, DAE, AIS
Buffalo Ridge Insurance

Past Regional Vice President

**Insurance Professionals of Greater
Sioux Falls**

Pam is the Agency Manager for Buffalo Ridge Insurance in Luverne, MN. She is a licensed Minnesota agent with over 25 years of industry experience. She feels that one of the most rewarding opportunities of her IAIP membership is promoting education and leadership and feels leadership development is an integral part of success in the insurance and risk management industries.

Pam is a member of the Insurance Professionals of Greater Sioux Falls and is past Region V Regional Vice President. She is a Certified IAIP CLP instructor and has presented at various levels of IAIP. Her motto: "Your life is your message to the world, make sure it's inspiring."

Impact of Technology on Insurance

Technology has opened up our industry to numerous competitors operating on the internet. This session will consider the number of competitors and how they operate compared to "traditional" insurance avenues.



Nick Gerhart, J.D., M.H.A.

FBL Financial Group

Nicholas C. (Nick) Gerhart, J.D., M.H.A., joined FBL Financial Group as Chief Administrative Officer in January 2017. In this role, Gerhart has responsibility for enterprise strategic planning, government relations, human resources and health services, among other administrative functions.

Nick served as the Insurance Commissioner of the State of Iowa from February 2013 until December 2016. His law degree and health law certificate is from St. Louis

University School of Law and his Masters of Health Administration is from St. Louis University School of Public Health.

The Power of You

Life offers two roads to travel on...the positive road or the negative road. Participants are encouraged to harness the power inside of them to consciously alter the way they go about living life as centered on the book "The No Complaining Rule" by Jon Gordon. Three tools are highlighted to use when you find yourself *complaining* and hits on the Big Five. These are things that you can do *instead* of complaining. Also addressed is how a person's attitude attributes to their success.



Jennifer Christensen
CPCU, CRM, CIC, CISR, CRIS,
CPIW, DAE
Holmes Murphy & Associates
South Dakota Council Director
Insurance Professionals of
Greater Sioux Falls

Jennifer is a Sr. Client Service Consultant in the Sioux Falls office of Holmes Murphy & Associates. She is responsible for helping Construction, Manufacturing and Captive clients in the Property Casualty division, as well as assisting Loss Control Consultant with client services.

Jennifer is a member of the Insurance Professionals of Greater Sioux Falls. She is the current IAIP South Dakota Council Director. Her commitment to education is demonstrated by her numerous designations.

Errors & Omissions Claims

Have you ever wondered what types of claims occur in an insurance agency? Jennifer has a unique perspective having worked in the agency setting now as a lawyer providing defense in malpractice cases. She will share her experience and knowledge with session attendees.



Jennifer Walker, JD

**Walker Law Firm, LLC
and Walker Risk Consulting, LLC**

Jennifer is the founding member of Walker Law Firm, LLC and Walker Risk Consulting, LLC in Iowa as well as Law Office of Jennifer Walker, LLC in Georgia. She practices insurance law and broker/agent malpractice defense among a variety of other areas.

Jennifer began an insurance career in Des Moines in different capacities ending with Marsh. During her years in the insurance industry prior to moving to the legal field, she obtained the following designations: CPCU, CRM, CIC, CEBS, CIT, GBA, ARM, AIM, AIC, ALCM.

Who's Watching You: Hidden Cameras

Have you ever wondered just who might have hidden cameras? And where might these cameras be hidden? Detective Brooks will enlighten attendees with answers to these questions. He will also offer insight as to precautions to take. You won't leave a pro but you will leave armed with knowledge and some safety tips.



Detective Craig Brooks

Brooks Brothers Investigation

Detective Craig Brooks is founder and President of Brooks Brothers Investigation. He has over 35 years of experience in law enforcement and public service as Deputy Sheriff, Police Officer and Chief of Police. He has trained hundreds of law enforcement officers.

Brooks Brothers Investigations has a reputation as one of the most successful Preferred Detective Agency's in the Midwest. Brooks Brother is utilized by hundreds of attorneys and insurance companies. Detective Brooks has testified as an expert witness in multiple civil and criminal cases throughout the United States.

Retirement Roundtables

Attendees near or in their retirement years not interested in Breakout Session topics are invited to participate in roundtable discussions on a variety of topics ranging the gamut from volunteer opportunities to cell phone tips & tricks.



**Betty Smith, CIC, CISR, CPIW
Mid-Wisconsin Insurance
Association**

**Mary Ann St. Marie, CPIW
St. Paul Association of
Insurance Professionals**

Past Regional Vice Presidents

Betty Smith's work experience was with Church Mutual Insurance Company and Vanguard Insurance & USI Midwest. She's been a member of NAIW/IAIP since 1983 and currently a member with Mid-Wisconsin Insurance Association. She has served a variety of roles at local, state & regional levels. She is a Past Regional Vice President (twice). She has competed in CWC at local, state and regional levels.

Mary Ann St. Marie's insurance experience was with St. Paul Companies and Travelers. She has been a member of NAIW/IAIP since 1989, currently a member with St. Paul Association of Insurance Professionals. She has served in a variety of roles at local, state & regional levels. She is a past Regional Vice President. She has competed in CWC at local and state levels.

KEYNOTE SPEAKERS

Networking in the Digital Age

Danny will address networking from two aspects used in today's settings. Personal networking in the social setting as well as how to network via social media.



Danny Beyer

Networking Specialist & Bow Tie Aficionado

Danny Beyer helped organize the Des Moines Area LinkedIn Social—an event that draws hundreds of professionals from throughout Greater Des Moines to build real life connections. In 2013, he co-founded the Bow Tie Ball; a charity event centered on bow ties and

networking that has raised over \$50,000 for Young Variety. His first book, "The Ties that Bind: Networking with Style" was published in 2015. ***During his Keynote, all full registered attendees receive a copy of his book!***

Danny is a keynote speaker on networking and building relationships. He has been a contributor to the Business Record and DSM Magazine and is currently the West Des Moines Chamber Board Chair. In 2013, he was chosen as the Amy Jennings Young Professional of the Year through the Greater Des Moines Partnership's Young Professionals Connection. In 2014, Danny was selected to the 2014 Business Record's "40 Under 40."

Staying Positive in a Negative World

It is believed that your ATTITUDE, not your APTITUDE, determines your ALTITUDE in life. This interactive program will help you discover how influential your attitude is to your happiness, success and results you get on the job, in your career and with other people.

Her program will help you appreciate and enjoy the benefits of a positive attitude and learn to adjust your attitude using five "attitude adjustment" techniques. Learn how good, bad and ugly attitudes are shown and maintain a positive attitude in a negative environment.



Michele Matt

Inspiring Solutions

Michele is a Certified Speaking Professional, consultant and best-selling author of "Attitude, The Choice is Yours." She's a dynamic and highly sought-after expert on organizational and talent development. Since 1984, she's inspired attitudes and actions people worldwide.

She started Inspiring Solutions in 1991 and has had the privilege of working in a wide-variety of industries, specializing in healthcare, long-term care, insurance and financial services. She assists by designing and facilitating Strategic Planning, Leadership Development, Customer Service Initiatives and Team Building.