**Oh, the Stories We Tell – Empowering Ourselves Through Our Narrative**
Presented by: Veronica Frenkel, MA, SPHR, SHRM-SCP, Pathways Consulting, LLC.

Imagine you are a pilgrim on a long journey, gathering stories as they appear and stashing them like stones you collect into your backpack as you go. The stories in your backpack don’t look like those in any other traveler’s backpack. They have been shaped by the journey through which they’ve been carried, by the way you’ve used them to define yourself, and by your assumptions of how other people judge them. Sometimes you pull the stories out, dust them off, and share them with fellow travelers. Sometimes you keep them to yourself, afraid that other travelers will find them unattractive and you will feel shame. Sometimes you roll them around in your hands, re-shaping them to better fit with the other stories they share space with, including painful stories about yourself and others. Recently, you’ve started noticing that your backpack hasn’t been fitting very well on your back during the last few miles, and it’s starting to get a bit heavy. You’re wondering whether it might be a good idea to rearrange the ones that are beginning to poke you, and you sometimes wish you could be free of the weight, just for a little while, so that you could move differently, more quickly, or in a new direction.

During this session, Veronica Frenkel will bring her passion for leadership and empowerment to help us understand how we as humans naturally construct stories to help us make meaning of our lives and experiences. She will explore with us how we accumulate and carry these stories with us and how they shape our perceptions of what we think is possible, our feelings about ourselves and others, and the actions we choose, especially in the face of difficult situations or people. She will illuminate the power of intentionally revealing these stories to ourselves, exploring the patterns that emerge, and challenging ourselves to rewrite the narratives upon which we have been leaning, which opens the door to new behaviors, greater confidence, better options, stronger relationships, and positive results.

“Almost every encounter in life presents possibilities for growth. But these transformations require that a person be prepared to perceive unexpected opportunities. Most of us become so rigidly fixed in the ruts carved out by . . . our conditioning that we ignore the options of choosing any other course of action.” Mihaly Csikszentmihalyi

**Ethics and Social Media...“DIY” is no longer the preferable option**
Presented by: Curt DeVries, SCLA, CFE, AIC, Fraudsniffr
Where does software fit into a complete, thorough and ethical social media investigation? A look into using social media in conducting insurance investigations.

**Insurance Fraud and How to Prevent it**
Presented by: Cheryl McAnally, Safelite
This course is 2 credit hours and covers information and examples about insurance fraud across the country. This course explains how agents can protect themselves and their agency against fraud and how to recognize and report it.

**The Future is Now**
Presented by: Cheryl McAnally, Safelite
This course is 2 credit hours and is a sneak preview into the future covering ADAS (Advance Driver Alert Systems) and the need for recalibration. Agents will leave this class empowered with information to educate their clients about the need for correct coverages concerning vehicles with these features. Self-driving cars creates an interesting topic and a lot of discussion for those attending this class.
CLP Renewal- Navigating Difficult Conversations
Presented by: Pam Haakenson, CIIP, CLP, DAE Buffalo Ridge Insurance
Ever find yourself in an unavoidable and/or recurring difficult conversation in the workplace? Then this class is for you - Don’t fear - Pam and the CLP class is here! Difficult conversation can be handled in such a way that increases self-confidence and encourages an environment of positivity. This course introduces you to a process for taking control in those situations, minimizing negative backlash to effect an environment of reduced stress, increased trust, improved relationships, and higher productivity. Good Vibes vs Negative Vibes - Good Vibes for the win!

Tumbleweeds and Self-Care
Presented by: Chalice Springfield, CEO, Sears Real Estate and Motivational Speaker
Do you ever feel tossed around, dried out, and in the middle of a field wondering how you got there? Tumbleweeds & Self-Care is a fun, interactive session designed to help you reconnect with the self-care that will bring vibrancy and energy back to your work and your life. We’ll talk about effective ways to balance work and life, quick and low-cost ways you can engage in self-care and how to determine when you’ve turned into an aimless tumbleweed blowing in the wind and needing some help!

World of Contracts
Presented by: Jennifer Christensen, CPCU, CIC, CRM, CISR, CRIS, CPIW, DAE, Marsh & McLennan Agency
Do you ever have to read a construction contract for insurance purposes? This can be a scary process and leave you wondering if you noted all of the pertinent information. This class will give some insight into the A201 contract changes and provide an overview on contract review.

Fireside Chats
These Fireside Chats are 15-20 minute slots that will inform members in a fun and casual environment similar to the Community Café talks that we’ve had at National Convention.