



Our newest designation program focuses on non-technical skills important in providing excellent customer service to clients.

DAY 1:

Charleston - January 26

Approved for 7 Hrs. P&C

Understanding Insurance Consumer Needs:

Examine how personalities affect the office, how to recognize your co-workers' and customers' personality and communications styles so that you can increase effectiveness in service provided.

Best Practices in Customer Service:

Why service matters, and why it is never enough. Participants will learn how to build and maintain efficient and effective levels of service.

DAY 2

Hilton Head - April 27; Greenville - May 23

Approved for 6 Hrs. P&C

Mastering Time:

Most of us need better control of our time. It is our most precious resource, but one that is often wasted. Participants will complete an in-depth time management profile and learn how to take better control of their time in order to be more productive both professionally and personally.

Organizational Workflow:

Organized and efficient workflow is essential to an agency's survival. Good workflows will protect against E&O claims, provide better customer service to insureds, and streamline processes.

DAY 3

Columbia - November 16

Approved for 6 Hrs. P&C

Negotiating Conflict:

Learn how to negotiate well with clients and co-workers. Determine how to prevent conflict before it starts, work well with others, and understand both sides of the story.

Professional Relationships in the Agency:

As an insurance professional, you make a difference to your clients, underwriters and co-workers. Learn how to develop relationships and how they improve the effectiveness and success of the agency.



**Independent Insurance Agents
& Brokers of South Carolina**

"Excellence through Education"

AIAM
ASSOCIATE IN INSURANCE ACCOUNT MANAGEMENT

2017 Course Calendar

DAY 4

Charleston - March 28; Greenville - December 7

How Not to Get In Trouble With Your Mouth:

Approved for 2 Hrs. P&C/ 4 Hrs. Ethics

Learn how to reduce the chance of an E&O claim by analyzing the causes of loss and implementing changes to prevent loss.

The Write Stuff:

Proper grammar and style in all written forms reflects the overall professionalism of the agency, and one wrong or misplaced comma may give an entirely different meaning than the author intended.

DAY 5

Columbia - May 17; Greenville - October 10

Approved for 6 Hrs. P&C

Regulation, Politics and Polish:

Our industry is one of the most regulated around, and many agents are not familiar with the laws that affect their very livelihood. Learn why involvement in political action is important and some of the important business etiquette skills that are crucial for today's professionals.

Leadership is Everyone's Job

Everyone needs to have basic leadership skills. Learn how the Best Practices materials go beyond supervision to show you how leadership can make a difference every day.

DAY 6

Charleston - August 23; Hilton Head - October 11

Approved for 2 Hrs. P&C/3 Hrs. Ethics

Ethics, Yesterday, Today and Tomorrow:

This course will discuss where the study of ethics originated along with ethical situations that affect us today as insurance professionals. Also looks at state and federal laws affecting our industry's ethical behavior, the costs of unethical behavior and various approaches to ethical behavior.

Changing Attitudes/Creating Opportunities:

This course will examine the various approaches to stress and how to determine which approach to use in each situation to reduce overall conflict.