



**Insurance Training and Education Center, Inc.'s ~ 2022 Education Schedule**  
~ a subsidiary of the Independent Insurance Agents and Brokers of Arizona ~

# CISR Agency Operations WEBINAR

This course helps make you an indispensable team player in any insurance agency. As you work with colleagues and customers, you will do so with enhanced self-assurance and a greater understanding of the dynamics within insurance organizations. Also, understanding how agencies operate is essential training for both insurance agency and company personnel. This is an all day Webinar and will go from 8:00 AM to 5:00 PM. Optional exam will be available online between February 28<sup>th</sup> – March 3<sup>rd</sup> through your personal PROfile at [www.scic.com](http://www.scic.com).

**DATE:** February 24-25, 2022

**INSTRUCTOR:** Jody Hayden, CISR, CPIW

**LOCATION:** Online with GoToWebinar – You will receive two e-mails on how to join the webinar from [customer@gotowebinar.com](mailto:customer@gotowebinar.com) within 7-10 business days of the event. You will use those links to join both sessions of the webinar.

**Please Note:** All participants must answer ALL poll questions during the course in order to earn CE.

Approved for 6 hours of Continuing Education Credit plus 1 hour of ETHICS credit.

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**CANCELLATION POLICY:** Full refund if written notification is received seven (7) business days prior to the webinar. Cancellations received after that date will incur a \$25 non-transferable fee. No shows forfeit full registration fees. ITEC reserves the right to cancel or reschedule this event. No transferring of funds to a future webinar or seminar will be allowed. The IABAZ will refund cancelled registrations, minus any applicable cancellation fees.