Insurance Training and Education Center, Inc.'s ~ 2019 Education Schedule~ a subsidiary of the Independent Insurance Agents and Brokers of Arizona ~

CIC Agency Management Institute

Agency personnel today must be both professional insurance counselors and sound business people. Learn how to balance these functions by building and maintaining staff support, maximizing customer service, and improving overall operations while increasing the agency's bottom line. This institute combines classroom presentations and group discussions to provide you the opportunity to deal with real issues and problems. It includes: The Agency as an Organization, Managing and Sustaining Financial Strength, Human Resources, Agency Productivity & Effectiveness, and Legal & Ethical Responsibilities. This Institute is approved for 16 hours of Arizona Continuing Education Credit.

Please Note: All participants must present photo identification to Contains 3 hours of Ethics credit for Arizona the on-site registrar at the course. Resident State: ___ Insurance Lic. #:____ PLEASE PRINT! Preferred Name for Badge: _____ \square Mr. \square Ms. \square Mrs. First Name: M.I. Last Name: Are you taking this institute for C.E. credit? Designations:_____ ☐ YES ☐ NO Date of Birth: Agency/Company:
 Address:
 ______ State:
 ______ Zip Code:
 E-Mail Address:_____ **Institute Information:** Dates: June 5-7, 2019 Room Rate: \$109 Single King Bed if Reserved by 5/6/19 Institute Location: Embassy Suites by Hilton – 4400 South Rural Road – Tempe, AZ 85282 – (480) 897-7444 Agenda: Wednesday, June 5th Thursday, June 6th (Continued) 8:15 am – 12:15 pm Strategic Planning 2:00 pm - 5:00 pm Ethical Responsibility 1:15 pm – 5:15pm Talent Acquisition and Development Thursday, June 6th Friday, June 7th 8:00 am – 10:00 am Optional Agency Operations Exam 8:00 am - 10:00 am Client Acquisition and Retention 10:00 am - 2:00 pm Technology Utilization Speakers: William Toll, CIC - TX Mary A. LaPorte, CIC, CPCU, CPIA, LIC, CPIW - MI **Method of Payment:** Receipt? ☐ YES ☐ NO ☐ Check: made payable to ITEC Credit Card: Amount: \$405.00 ☐ MASTERCARD ☐ AMERICAN EXPRESS □ VISA Card Number: ____ - ___ - ___ - ___ - ___ Expiration Date: ____/___ Security Code: _____ _____ Signature:______
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responsible for airfare, lodging, or other related expenses including airline penalties incurred.

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