

The Society of Certified Insurance Counselors

Agency Management

January 16-17, 2024 • Big I Michigan Webinar Event

Tuesday, January 16, 2024

7:45 AM – 8:00 AM

8:00 AM – 12:15 PM

12:15 PM – 1:15 PM

1:15 PM – 5:15 PM

5:15 PM – 5:30 PM

Section 1

Section 2

Join Webinar

Strategic Planning

Geoff Gordon

Lunch

Agency Talent Management

Geoff Gordon

Exam Briefing

Wednesday, January 17, 2024

7:45 AM – 8:00 AM

8:00 AM – 10:00 AM

10:00 AM – 12:00 PM

12:00 PM – 1:00 PM

1:00 PM – 2:00 PM

2:00 PM – 5:00 PM

Section 3

Section 4

Section 5

Join Webinar

Managing Agency Client Retention and Acquisition

Bobby Shomo

Managing Agency Technology Utilization

Bobby Shomo

Lunch

Managing Agency Technology Utilization (continued)

Bobby Shomo

Ethical Responsibility

Bobby Shomo

Faculty

Geoffrey Gordon CFP, CIC, CRM

Robert Shomo, MBA, CIC

Educational Consultant

Victor Puleo, Ph.D., CIC, CFP