

The Society of Certified Insurance Counselors

Agency Management

January 25-26, 2022 • Lansing, MI

Tuesday, January 25, 2022

7:30 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

Registration/Check-in

Strategic Planning

Bobby Shomo

Lunch – on your own

Agency Talent Management

Bobby Shomo

Exam Briefing

Wednesday, January 26, 2022

7:30 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

Check-in

Managing Agency Client Retention and Acquisition

Brian Bartosh

Managing Agency Technology Utilization

Brian Bartosh

Lunch – on your own

Managing Agency Technology Utilization (continued)

Brian Bartosh

Ethical Responsibility

Brian Bartosh

Faculty

Robert Shomo, MBA, CIC

Brian Bartosh, CIC, LUTCF

Educational Consultant

Samuel T. Bennett, CIC, CPIA, AFIS, CRIS

Program Location

Hilton Garden Inn

633 N. Canal Road

Lansing, MI 48917

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