

Personal & Commercial Coverage Basics

Two online courses that give your rookies the training they need to succeed without interrupting your daily sales and services activities

Personal Lines Coverage Basics

(for employees with 3-9 months experience)

Curriculum includes:

Orientation (if first on-line course)

Wk 1: Introduction to Property Insurance

Wk 2: Introduction to Liability Insurance

Wk 3: Dwelling Insurance

Wk 4: Homeowners Insurance

Wk 5: Personal Auto Insurance

Wk 6: Miscellaneous Personal Insurance

Course Schedule (offered bi-monthly):

Orientation Week	Personal Lines Basics
Nov 12, 2018	11/19-12/28, 2018 + 1 wk Holiday Extension
January 7, 2019	1/14-2/23, 2019
March 4, 2019	3/11-4/19

Course Fee for Personal Coverage Basics

2018: \$285

2019 - \$295

Commercial Lines Coverage Basics

(for employees with 3-12 months experience)

Curriculum includes:

Orientation (if first on-line course)

Wk 1: The Comm Pkg Policy & the BOP

Wk 2: Commercial Property Insurance

Wk 3: Ocean & Inland Marine Insurance

Wk 4: Commercial General Liability Insurance

Wk 5: Commercial Auto Insurance

Wk 6: Commercial Crime Insurance

Wk 7: Workers' Compensation

Wk 8: Miscellaneous Commercial Insurance

Course Schedule

(offered bi-monthly but No December starts):

Orientation Week	Commercial Lines Basics
February 11, 2019	2/18 – 4/12, 2019
April 8, 2019	4/15 – 6/7, 2019

Course Fee for CL Coverage Basics: \$305

Student Activity in a MERG Course

- #1. Read a chapter and/or an e-lecture.
- #2. Perform at least one activity in the week, using the agency as a "learning lab". The activities send you into the agency as a proactive learner, observing procedures and asking questions.
- #3. Post your observations about the activity.
- #4. Participate in a discussion question weekly with classmates and the facilitator.
- #5. Take occasional quizzes & a final exam.

Time to complete the course: 3 hrs weekly max.

Time on-line: Less than 1 hr weekly.

Work can be completed off-line, then pasted in on-line.

This course was more technically in depth than I expected. I found it to be very educational and got a good picture of how the insurance business is conducted and how many benefits the insurance company offers.

Registration

Name _____

Agency _____

Address _____

City/State/Zip _____

FAX _____ Phone _____

E-Mail _____

Personal Lines Cov Basics Commercial Lines Cov Basics

Session Start Date: _____

My check is enclosed.

Please charge the course to my credit card:

MC VISA Exp date: _____ Security Code _____

Name on Card: _____

Card # _____

Signature _____

Mail or email your completed registration form with payment info to:

Michigan Association of Insurance Agents

1141 Centennial Way

Lansing, MI 48917

(517) 323-9473

awenzlick@michagent.org

Brought to you by the Managing Education Resource Group (MERG) in conjunction with your local agent association. For more information about curriculum, call Sue Radwan at (517) 256-4786. To register, call your agent association.

Make Your New Employee A Winner

Give your rookies the training they need to succeed without interrupting your daily sales and services activities

New Agency Employee Orientation

If you have a new employee on board or are planning a new hire, this course is for you! This program is designed for **unlicensed** employees with less than 12 months experience in the agency. Your employees log on to the course via the computer each week to get the training they need. There's no travel, no interruption to daily agency activity and, most importantly, no time out of the office!

Through this "virtual classroom," your new hire can connect with other rookies, bounce questions off the facilitator, and learn in manageable pieces in the comfort of their home or office!

We will:

- build a foundation of knowledge about insurance
- explore the big picture of insurance, including terms and key concepts
- discover how the agency delivers service to customers
- teach the importance of E&O prevention techniques

Course Schedule (offered every month):

No December Course Starts!

Orientation Wk	Course Dates
Nov 12, 2018	11/19-1/4/2018 + 1 wk Holiday Extension
Jan 7, 2019	1/14 - 3/1, 2019
Feb 11, 2019	2/18 - 4/5, 2019
Mar 4, 2019	3/11 - 4/26, 2019
April 8, 2019	4/15 - 5/31, 2019

"I found the course very helpful for a new employee. I was able to take it at work which allowed me to see how to take the things I was learning in my class and how they work in my office. I was able to ask my boss or a coworker, "I'm learning about this in my class, how does it work in our office?"

Course Fee 2018 Course Starts - \$265 2019 Course Starts-\$275

Name _____
Agency _____
Address _____
City/State/Zip _____
FAX _____ Phone _____
E-Mail _____
Session Start Date: _____
 My check is enclosed.
 Please charge the course to my credit card:
 MC VISA Exp date: _____ Security Code _____
Name on Card: _____
Card # _____
Signature _____

Mail or email your completed registration form with payment info to:

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"I liked how easy it was to use. Any on line courses I have taken in the past were hard to follow. This course allowed me to get a clear understanding of how the site worked before the class began. Also, I really liked the text book, it was easy to follow, and the questions within the text instead of at the end helped me learn things a lot more easily. When you're just reading, reading, reading then you have to answer questions the words tend to become all one. Having it so you had to answer questions after reading section by section gave me two ways to think of what I was learning and keep the text fresh in my mind."

"I liked that this course not only incorporated insurance terminology and procedures but it also helped me, a lot, to get to know my agency and the way things are done and who does what. "

Delivering Quality Service to the Client and Employer

Fills in the gaps of knowledge and experience for your new employee

Are you confident your rookies know:

- Quality customer service?
- Impeccable work habits?
- Errors & omissions prevention procedures?

This course fills in gaps of knowledge & experience for your new employee!

How It Works

In our “virtual classroom,” your employees log on to the course via the computer each week to get the training they need. There’s no travel, no interruption to daily agency activity and, most importantly, no time out of the office. Your new hire can connect with other rookies, bounce questions off the facilitator, and learn about critical service and communication skills in manageable pieces in the comfort of their home or office!

Students will learn how to...

- develop relationships through active listening
- take ownership of the customer’s problem,
- speak positively in negative situations,
- help confused or irate customers,
- clarify expectations and confirm work plans,
- minimize E&O risk through proper documentation and consistently following standard procedures in the agency
- explore the workflows within the agency’s system to create a “big picture” understanding of the tasks assigned.

“...I wish I had taken this when I started at our agency instead of one year later, maybe I would have handled some problems differently.”

Course Fee: \$275

Name _____

Agency _____

Address _____

City/State/Zip _____

FAX _____ Phone _____

E-Mail _____

Session Start Date: _____

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MC VISA Exp date: _____

Security Code _____

Name on Card: _____

Card # _____

Signature _____

Mail or email your completed registration form with payment info to:

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Lansing, MI 48917
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Course Schedule (offered 3x annually)

Orientation Week	Course Dates
February 11, 2019	2/18 – 3/29, 2019
June 19, 2019	6/17 – 7/26, 2019
October 7, 2019	10/14 – 11/29, 2019

“...The course made me more understanding about the insured’s feelings.”

When you want your clients to have the very best...Train your front line employees to deliver quality service. Register your rookies today!