

# 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."

"...The course made me more understanding about the insured's feelings."

## Registration - \$265

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:

Michigan Association of Insurance Agents  
1141 Centennial Way  
Lansing, MI 48917  
(517) 323-9473  
[awenzlick@michagent.org](mailto:awenzlick@michagent.org)

## Course Schedule (offered 3x annually)

Orientation Week	Course Dates
October 9, 2017	10/16-11/24
Feb 12, 2018	2/19-3/30
June 11, 2018	6/18-7/27

"I liked the fact that I was made aware of customer service issues that may come up that I was  
**When you want your clients to have the very best...Train your front line employees to deliver quality service. Register your rookies today!**

# 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 13, 2017	11/20-12/29/2017 + 1 wk Holiday Extension
Jan 8, 2018	1/15-2/23
Mar 12, 2018	3/19-4/27

**\$285 for Personal Coverage Basics**

## 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
October 9, 2017	10/16-12/8
Feb 12, 2018	2/19-4/13
Apr 9, 2018	4/16-6/8

**\$295 for Commercial Coverage Basics**

## 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](mailto:awenzlick@michagent.org)

Brought to you by the Managing Education Resource Group (MERG) in conjunction with your local agents association. For more information about curriculum, call Sue Radwan at (517) 256-4786. To register, call your agents 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 Week	Course Dates
Oct 9, 2017	10/16-12/1
Nov 13, 2017	11/20-1/5/2018 + 1 wk Holiday Extension
Jan 8, 2018	1/15-3/2
Feb 12, 2018	2/19-4/6
Mar 12, 2018	3/19-5/4

*"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?"*

*" I liked the text! I liked the interactive approach! It was good for me to learn a little more about personal property and commercial insurance as I work in the life and health department. It gives me a little more understanding and appreciation of what the CSAs beside me are doing."*

## Registration - \$265

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:

Michigan Association of Insurance Agents  
1141 Centennial Way  
Lansing, MI 48917  
(517) 323-9473  
[awenzlick@michagent.org](mailto:awenzlick@michagent.org)

*"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. "*