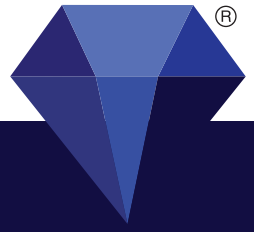


TOTAL QUALITY AGENCY



2019

BUILD

GROW

PERPETUATE

Whether you're new to agency management, planning for perpetuation or simply trying to become extraordinary, the Total Quality Agency (TQA) series of seminars will provide you with a strategy for total quality agency management. 2019's TQA program combines Best Practices with data and tools that will assist in building and growing a successful agency for the future. Start planning now!



2019

Build

Foundation Session Day 1 – Understanding Agency Value

Monday, March 18th – 8:00 a.m. - 4:00 p.m. (dinner on own this night)

Approved for 7 hours CE credit. CC: 72991

Foundation Session Day 2 – Jump Start Your Agency Planning

Tuesday, March 19th – 8:00 a.m. - 4:00 p.m.

Approved for 7 hours CE credit. CC: 72992

Mary Eisenhart Belka of Eisenhart Consulting Group, Inc. leads attendees in a new and exciting strategy to Build/Grow/Perpetuate your agency.

Note: Sessions I – V and Wrap-Up begin with dinner on the first date from 6:30 - 8:30 p.m. at the MAIA office.

Grow

Session #1 – World Class Leadership ... and Beyond

Monday, April 15th and Tuesday, April 16th

Approved for 1 hour of CE. CC: 72990

Leaders do not grow on trees, but with Mary's help, you can:

- Identify forward thinkers
- Motivate employees to achieve
- Maintain valuable assets that drive your agency's future

Perpetuate

Session #2 – Financial Success, Worth & Perpetuation (No CE)

Monday, May 20th and Tuesday, May 21st

Mary, with Chris Burand, Burand & Associates, will educate on the importance of:

- Negotiating contingency/bonus income
- Managing income/expenses
- Measuring financial performance



Session #3 – I.D. Operations and IT Opportunities (No CE)

Monday, June 10th and Tuesday, June 11th

Agencies that do the bare minimum with technology fall behind in business. Mary can help identify and secure a global approach to agency operations by implementing a new tech strategy (including paperless, mobile office, social media, etc.) and more. E&O issues will be addressed as well.

Session #4 – Choosing & Managing Company Relationships

Monday, August 26th and Tuesday, August 27th

Filed for 6 hours of CE Credit.

Mary and Chris will discuss the importance of:

- Selecting suppliers carefully
- Communicating expectations to carriers
- Dropping markets to grow new business
- Strengthening carrier relations

Session #5 – Strategize and Capitalize! (No CE)

Monday, October 7th and Tuesday, October 8th

Mary, with Cheryl Koch, Agency Management Resource Group, will host a valuable session that distinguishes between marketing your agency effectively and actively selling your products and services.

Wrap Up

Final Session: The Plan Comes Together (No CE)

Monday, December 2nd and Tuesday, December 3rd

Mary returns to piece together all the parts of the plan and show you how to develop a solid business formula. She'll also explain that planning, improving, building, growing for the long term goal of perpetuating is a continuous process.

Registration Form

Name/Designations _____ Nickname _____

Organization Name _____

Email _____

Mailing Address _____

City/State/Zip _____

Phone _____ Cell _____

In addition, e-mail confirmation/receipt to: _____
(i.e. credit card holder, accounting dept.)

Additional Registrant _____

Nickname _____

Email _____

Additional Registrant _____

Nickname _____

Email _____

Mail to MAIA at 1141 Centennial Way, Lansing, MI 48917, or email to awenzlick@michagent.org

Schedule & Location

Foundation: Monday, March 18 and Tuesday, March 19, 2019

Session #1: Monday, April 15 and Tuesday, April 16, 2019

Session #2: Monday, May 20 and Tuesday, May 21, 2019

Session #3: Monday, June 10 and Tuesday, June 11, 2019

Session #4: Monday, August 26 and Tuesday, August 27, 2019

Session #5: Monday, October 7 and Tuesday, October 8, 2019

Wrap Up: Monday, December 2 and Tuesday, December 3, 2019

All take place at the MAIA office.



Total Quality Agency is a program of the Michigan Association of Insurance Agents. Provider #0007

Fees

First Registrant \$3,450
Additional Registrants \$1,850 each

Filed for 21 credits!

Payment Options

My check is enclosed for \$_____ OR
Charge my: VISA MC AMEX Discover

Exp. Date _____

Name on Card _____

Card Number _____

Check or credit card information must accompany registration and mailed to the address below.

Make checks payable to: MAIA
1141 Centennial Way, Lansing, MI 48917

Questions?

Call Deb Carmody (517) 327-8031
dcarmody@michagent.org, or Bev Fink (517) 327-8050
bfink@michagent.org.

Cancellation Policy: If you must cancel your registration, you will receive a refund minus 75% of the registration fee. No refunds will be given to those who attend part of a program, or who are no-shows.