



# On-Demand Webinars



## Technical

### 2008 Commercial Property Changes

*Presented on April 1, 2010*

R. Bryan Tilden, CPCU, presents a webinar that will enable you to better serve your clients as you will gain a competitive advantage and, in turn, your clients will have an increased level of satisfaction. “2008 Commercial Property Changes” looks at the major changes in the commercial property filings. Coverage has been broadened and restricted, along with new endorsements filed. Being aware of the changes will enhance your ability to understand and explain not only how, but why the changes have occurred.

**Members: \$59**

**Nonmembers: \$99**

### 2010 Property and Casualty Insurance Industry — A Midterm Review

*Presented on June 30, 2010*

This webinar highlights the major property and casualty topics and trends that are making news in 2010. Representatives of the National Association of Insurance Commissioners (NAIC) share their observations on where the industry is and where it's headed in the near-future. Joseph F. Bieniek, CPCU, AIE, CCP, CIC, ARC, MCM, AIS, AU, and Eric C. Nordman, CPCU, CIE, will discuss what's happening in the House and Senate, including NAIC initiatives; state initiatives; climate change and global warming disclosures required of many insurance companies; financial stability; credit-based insurance scores and risk classification survey of personal automobile insurers; defective drywall; and other important issues.

**Members: \$59**

**Nonmembers: \$99**

### Additional Insureds — Interaction with Insurance Policy Provisions

*Presented on Aug. 12, 2010*

This webinar highlights key issues related to a frequent occurrence: a request that a third party to be added to liability insurance policies as additional insureds. Jill Gidge, CPCU, discusses how Waiver of Subrogation and Other Insurance clauses impact requests for primary and non-contributory coverage by third parties.

**Members: \$79**

**Nonmembers: \$119**

### Bonds and Bonding It's a Suretyship Thing!

*Presented on Feb. 4, 2010*

This webinar focuses on the differences between insurance and bonding, and discusses types of surety and fidelity bonds commonly used by commercial and personal lines insureds.

Jill Haynes Gidge, CPCU, will review the following types of bonds: License and Permit; Judicial or Court; Public Official; and Contract Bonds, including Bid Bonds, Performance Bonds, Payment Bonds, Supply Bonds, Sub-Division Bonds and Maintenance Bonds. Employee Theft crime coverage, which traces its roots to Suretyship, will also be examined.

**Members: \$59**

**Nonmembers: \$99**

### Business Continuity Planning for Small Businesses

*Presented on April 15, 2010*

The last several years have seen a variety of catastrophic occurrences in the U.S. and around the world. Hurricanes, earthquakes and floods can devastate a local economy. If your customers include small business owners — or if you are a small business owner — you must ask yourself, “Are you ready for a catastrophe? Do you have a plan? Will your clients expect you to help them plan and execute a survival strategy?” This webinar will discuss the potential for an event that could cause a serious disruption in the operation of a small business; introduce some of the basic concepts of Business Continuity Planning; and discuss tools available for creating an effective Business Continuity Plan.

**Members: \$59**

**Nonmembers: \$99**

### Capital Markets — How they will transform the insurance industry!

*Presented on Dec. 10, 2009*

This webinar, presented by Steve McElhiney, CPCU, will discuss the convergence of the insurance and capital markets — and what it portends for the future. Attendees will gain a better understanding of where the industry is headed in the post-financial crisis environment.

**Members: \$59**

**Nonmembers: \$99**

# Technical *(continued)*

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## The Changing Environment of International Insurance

*Presented on Dec. 17, 2009*

This webinar will trace the origins of international insurance, and review coverages currently provided in an exporter package and under a controlled master program. A knowledgeable and experienced international insurance professional will provide general market information for the Asian, European and Latin American markets.

**Members: \$59**

**Nonmembers: \$99**

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## Claim Handling Practices and Issues

*It's Not Always What You Say ...*

*It's How You Say It!*

*Presented on May 12, 2010*

This webinar features an experienced attorney who shares “best practice” tips on claim handling issues and the avoidance of bad faith claims. **Gene Kissane** will detail the elements of bad faith and state why he believes that “communication is the key” to avoiding bad faith claims. He illustrates factual documentation necessary for effective communications and for protection against bad faith claims. Claim professionals attending this webinar also will gain a better understanding of how to best create and protect a claim file

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## Claims-Made Coverage Trigger Issues

*Presented on Feb. 18, 2010*

One negative feature with claims-made policies is its complexity. A claims-made policy states that a claim must be made during the policy period or the extended reporting period (ERP), if applicable. Because no two policies are exactly the same, a basic knowledge of the claims-made coverage trigger, including the definition of a claim, the definition of a wrongful act and the claim reporting provisions, is essential to understanding this type of coverage. This webinar will help you succeed in this challenging arena!

**Members: \$59**

**Nonmembers: \$99**

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## Commercial General Liability Smarts Dealing with Endorsements

*Presented on April 6, 2010*

This webinar highlights coverage provided and not provided under key CGL endorsements. The attendee will learn how to use these forms to provide more comprehensive coverage for insureds; and will gain a thorough understanding of how these endorsements can meet some of the contractual demands faced by organizations. Special attention is paid to several endorsements that could be detrimental to the CGL policyholder, and which would require careful explanation.

**Members: \$59**

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## Commercial Property Insurance Reinforcing Your Understanding of Some Tricky Concepts!

*Presented on June 23, 2010*

This webinar pinpoints important commercial property loss exposures, and explains how these exposures are addressed under the ISO Commercial Building and Personal Property Coverage Form (CP 00 10). **Jill Haynes Gidge, CPCU, CIC, CISR, CRIS, AAI, ACSR, AAM, AIT, CPIW, AIS, BSN, RN**, will discuss policy provisions that can cause confusion and resulting ill-will, and will suggest appropriate use of policy options. She will emphasize provisions that are frequently misunderstood or overlooked, including “Property Not Covered”; “Additional Coverages”; “Coverage Extensions” and “Coinsurance.”

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## Commercial Umbrella and Excess Liability Serving Your Customers' Needs and Minimizing Your E&O Exposure

*Presented on Aug. 5, 2010*

This webinar highlights key issues and policy provisions in Commercial Umbrella and Excess Liability coverage forms. **Jill Gidge, CPCU**, will discuss basic differences between umbrella liability and excess liability forms; and will focus on important concepts that can “make or break” a relationship with the customer.

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## Condominium Conundrums — Understanding the HO 6 Condominium Unit-Owners Form (HO 6)

*Presented on Jan. 6, 2010*

This webinar identifies types of shared ownership exposures and highlights key areas of the ISO HO 6 policy, emphasizing those that have caused misunderstandings and E&O claims. It will identify an approach to determining how much coverage is needed; and will discuss endorsements that can broaden coverage or reduce coverage gaps.

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## Correct Methodology for Defending Traumatic Brain Injury (TBI) Cases

*Presented on July 14, 2010*

This webinar — presented by an attorney experienced in the subject area — highlights the importance of early recognition, proper investigation and excellent documentation when traumatic brain injury is being alleged. Attendees will learn why it is vitally important to retain proper investigators and experts!

**Members: \$59**

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## Danger Ahead — Employees as Insureds

*Presented on March 3, 2010*

The concept of employees as insureds under commercial insurance policies can create confusion and conflict. This webinar will analyze the roadblocks and the bridges to success that a commercial insured can encounter when an insurance policy grants insured status to an employee. Not all persons employed are considered employees by policy definitions; not all situations an employee is involved in leads automatically to insured status; and insured status can be a double-edged sword, in that the employee may have obligations under policy conditions. Three experienced risk management and insurance professionals will utilize real life examples to explore employee as insured status under ISO Commercial General Liability, Commercial Auto, Crime and Workers Compensation policies.

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## Data Breach and Cyber Risk — Exposures, Coverages, and Resolution

*Presented on Jan. 5, 2010*

We've all seen the headlines about "problems" at organizations storing Personal Identifiable Information (PII). The incidents prove that PII is subject to breaches via hackers; lost laptops or PDAs; employee misuse and even hard copy theft. PII — especially Social Security numbers — has a "street value" that makes it worthwhile for the criminal element to go to great lengths to obtain the information. Sadly, many organizations have not yet created programs to deal with data breach. Attendees of this important webinar will learn the exposures associated with the possession of PII; ways to secure data and the costs of not securing data!

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## Data with Destiny — Using Black Box Technology to Resolve Auto Claims

*Presented on April 20, 2010*

An automotive event data recorder (EDR) is nothing more than a metal-clad box of circuitry wired into a vehicular system like airbags, but its function is quite controversial! EDR's usefulness to regulators, law enforcement, insurance companies and lawyers exceeds its original automaker mandate as a diagnostic tool; and car owners wonder why their driving decisions should be scrutinized by Big Brother. This webinar features expert discussion on the realities of EDR usage by insurance companies for automotive claims resolution. The attendee will learn answers to What is EDR? Where do you find EDR in a car? Are there other EDR platforms? What is crash data retrieval (CDR), and how does it work?

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## Demystifying Insurance Pricing — The Basics

*Presented on May 21, 2009*

Don't be afraid! You don't have to be an actuary to understand how insurance rates are determined ... In this webinar, **Chris Stoll, FCAS, MAAA**, will provide an overview on basic ratemaking techniques, including how to adjust historical data to change a rate for a given company and line of business.

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# Technical *(continued)*

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## The Effects of Current Economic Conditions on D&O Insurance Buyers and Sellers

Presented on May 18, 2009

We've all seen the headlines — lending restrictions; bankruptcies; market capitalizations and stock price declines ... and the resulting job losses and increased regulatory oversight! This webinar will discuss these issues and their impact on various insurance policies. The main focus of this webinar will be on directors and officers liability insurance coverage issues, including warranties made in applying for the coverage; policy language impacting fraud, bankruptcy, mergers, consolidations, and divestitures; stability of insurers; and current market conditions.

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## Emerging Challenges of Electronically Stored Information and E-Discovery

Presented on May 13, 2009

The use of technology in today's insurance world results in Electronically Stored Information (ESI) touching upon everyone's day-to-day activities. It is critical to understand what ESI is; when it must be preserved and produced; and what to expect when it becomes part of the litigation process. This webinar will discuss the potential effects of ESI on the insurance industry.

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## Emerging Issues for Today's Insurance Professional

Presented on Dec. 9, 2009

This webinar is part of an ongoing series focusing on emerging case law developments and trends. **Richard J. Cohen, Esq.**, will discuss the potential impact of those developments, and will identify tips the insurance professional can utilize in the claims handling and coverage evaluation process. Issues to be addressed include: **Chinese Drywall, Recoupment of Defense Costs, Green Construction Update, and the Latest Issue of which we are not yet aware!**

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## Emerging Issue for Today's Insurance Professional

### *Identifying and Managing Risks Arising Out of Use of Social Media*

Presented on May 5, 2010

This webinar is the latest in a series focusing on emerging case law developments and trends. In earlier webinars, **Richard J. Cohen, Esq.** discussed the potential impact of those developments, and identified practical tips insurance professionals can utilize in the claim-handling and coverage evaluation process. This webinar takes a "risk management look" at **Social Media**, which is rapidly changing how we do business and communicate, leading to new loss exposures that must be identified and treated.

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## Emerging Property and Casualty Insurance Industry Trends and Opportunities

### *What you'd better know as we head into 2010!*

Presented on Dec. 2, 2009

Property-casualty insurance executives are constantly challenged to sustain profitable business growth, while reducing cost and minimizing risk. This webinar — which will include an overview of results from a recent CPCU Society Member Opinion Panel survey — will discuss local and global trends and the associated opportunities.

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## Enterprise Risk Management — What's It All About?

Presented on June 29, 2010

If traditional risk management focuses on hazard-related risks that organizations face, what is Enterprise Risk Management? Enterprise Risk Management (ERM) focuses on both the hazard-related risk of traditional risk management and also looks at the business-related risks that an organization may face. During this webinar we will discuss the advantages and disadvantages of enterprise wide risk management and explore the barriers to development and implementation as well as techniques for overcoming those barriers.

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## Even More Personal Lines Issues

*Presented on Aug. 13, 2009*

This webinar will discuss the importance of education for personal lines insurance personnel, and how to use that knowledge to determine the needs of customers and to discuss potential solutions with them. Attendees will learn how the risk management process can be applied to personal loss exposures, and how to guide customers through the claims process when a loss occurs. The majority of this webinar will include discussion of exposures and coverages that can help separate the great from the average personal lines insurance professional!

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## H1N1 Round 2

*Presented on Oct. 27, 2009*

The world is now in a H1N1 global pandemic, with a World Health Organization Health Alert Level 6; and the H1N1 virus is ready for its return to the northern hemisphere flu season this Fall. History has shown that the return of a virus in the peak flu season usually results in a more-virulent strain. In this webinar, we will focus on lessons learned from Round 1 of H1N1, what's worked and what hasn't, and about the preventive and preparatory actions that you can still take now for "H1N1 Round 2."

**Members: \$59**

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## How to Cover *Property in Transit* under Commercial Inland Marine Policies

*Presented on May 20, 2010*

This webinar highlights key issues in coverage and loss settlement under commercial inland marine floaters and policies for commercial property in transit. **Jill Gidge, CPCU**, discusses differences between filed and non-filed marine forms; types of entities who may carry or transport property; and who needs to purchase insurance for goods in transit — and when. Attendees will analyze specific coverages under trip transit, annual transportation, motor truck, motor truck cargo liability and parcel post policies; and will learn how covered property is valued.

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## Identity Theft *An Insurance Industry Update*

*Presented on July 14, 2009*

Every three seconds a person's identity is stolen in the United States. Everyone is at risk personally, and victims have had to deal with the expense and liability resulting from this "white collar crime." Two experts in this field will provide a high-level overview of the subject, focusing on the impact of identity theft and real-world situations that insurance professionals face with their clients and in their own organizations.

**Members: \$59**

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## Identity Theft and Breach of Privacy — *Impact of Red Flags under FACTA*

*Presented on Aug. 6, 2009*

Identity theft is an ever-increasing concern for consumers and businesses alike. Six Federal agencies jointly developed and now oversee the recently introduced Identity Theft Red Flags and Address Discrepancies under the Fair and Accurate Credit Transactions Act. What are red flags? To what businesses does it pertain? What needs to be done? How does it impact identity theft and privacy? And most importantly for us, how does it affect the insurance industry?

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## Immigration Issues — Implications for HR and Risk Management Professionals

*Presented on Dec. 1, 2009*

This webinar discusses key immigration issues and audit techniques that may reduce exposure to immigration-related liabilities, increase the degree of compliance and enhance the ability to demonstrate to government agencies, boards of directors and third parties the level of that compliance. HR professionals, risk managers, internal auditors, CFOs, compliance officers, corporate counsel and corporate managers; *and* the insurance professionals who serve these customers will all benefit from viewing this webinar.

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## The INs and OUTs of Professional Liability

*Presented on Dec. 3, 2009*

These webinar overviews professional liability policies for six important professions: healthcare, financial, legal, architects and engineers, insurance, and data and Internet providers. **Jill Gidge, CPCU**, will discuss the basis of coverage and important exclusions, and pinpoint commonalities and differences among the policies.

**Members: \$59**

**Nonmembers: \$99**

# Technical *(continued)*

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## Insuring Defective Construction Including the Impact of the Montrose Endorsement

[This webinar is Audio only]

Presented on Feb. 23, 2010

R. Bryan Tilden, CIC, CPCU, CLU, ARM, ALCM, ChFC, SCLA, teams-up with world-renowned law firm Cozen O'Connor practice leaders to provide an important update on defective construction issues and the industry response. This webinar is for anyone who must deal with loss exposures associated with defective construction, including risk managers, agents, brokers, underwriters, claims adjusters and attorneys.

**Members: \$59**

**Nonmembers: \$99**

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## Insuring Wills and Trusts — What the Insurance Professional Needs to Know

Presented on Feb. 3, 2010

Our society is constantly changing and the needs of our insureds change with it. As insurance professionals, we need to keep pace with these changes and know how to address the newly created exposures faced by our clients. This webinar will show potentially serious insurance coverage gaps created by placing personal assets into trusts when using homeowners and personal auto coverage forms, and identifying potential solutions to those problems.

**Members: \$59**

**Nonmembers: \$99**

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## International Insurance Perspectives — Oops ... My Customer Has Gone International!

Presented on Aug. 18, 2010

This webinar provides a roadmap for insurance and risk management professionals — who do not regularly work with international risks — to assist an organization “going international.” Leaders of the CPCU Society’s International Insurance Interest Group will outline steps to place coverage outside the attendee’s “domestic comfort zone.”

**Members: \$59**

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## The ISO Business Auto Coverage Form Mastering the 2006 Edition to Prepare for Future Editions

Presented on July 20, 2010

This webinar highlights the coverage provided in the current ISO Business Auto Coverage Form (BACF), so that insurance professionals will be prepared to learn what will change in the recently-filed 2010 edition. It will focus on key areas that can be a “breeding ground” for customer dissatisfaction and potential errors and omissions claims. Jill Gidge, CPCU, will follow this webinar with a Fall 2010 webinar devoted to the changes in the new BACF form ... *stay tuned!*

**Members: \$79**

**Nonmembers: \$119**

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## ISO Business Income with Extra Expense Coverage Form A quick look at the coverages and exclusions!

Presented on Feb. 9, 2010

Business income coverage is designed to replace the net income of an organization, which has suffered a direct loss to its property; and to cover extra expenses incurred to avoid or minimize an interruption in operations. This webinar will help the attendee to understand the business income coverage forms; to identify how coverage is written and what is covered; and to guide the insured in selecting limits and coinsurance percentages.

**Members: \$59**

**Nonmembers: \$99**

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## Leasehold Interest Coverage and Useful Time Element Endorsements

Presented on April 13, 2009

Leasehold interest insurance is often misunderstood, resulting in incorrect types and amounts of coverage, as well as inaccurate estimates of potential losses. In this webinar, Jill Gidge, CPCU, will help you understand the need for and use of as well as the coverage contained in the Leasehold Interest Coverage form.

**Members: \$59**

**Nonmembers: \$99**

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## Personal Lines Potpourri Series

- **Homeowners and Mobile Home Endorsements and Issues**

*Presented on Dec. 16, 2009*

Part Two of this four-part webinar series provides a review of 39 commonly used important Homeowners and Mobile home endorsements, focusing on the coverages provided and when they are best utilized.

**Members: \$59**

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- **ISO 2000 Homeowners Coverage Forms**

*Presented on Nov. 18, 2009*

This webinar provides a thorough review of coverages provided by the six 2000 ISO homeowners coverage forms; and an analysis of their limitations, exclusions, property loss valuation and loss settlement issues. This is designed for anyone involved in buying, selling, controlling, adjusting or litigating in this important area.

**Members: \$59**

**Nonmembers: \$99**

- **Personal Inland Marine Coverage Forms**

*Presented on Feb. 16, 2010*

The fourth and final part of this webinar series provides a review of three common personal inland marine coverage forms, and discusses other types of marine forms that can be utilized to cover an individual's recreational vehicles and watercraft. **Jill Haynes Gidge, CPCU**, will explain why the Homeowners policy is "not enough" for certain insureds; and will lead attendees through an analysis of policy forms and endorsements to determine what coverage is afforded and excluded.

**Members: \$59**

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- **Personal Umbrella Coverage**

*Presented on Jan. 19, 2010*

Part three of this four-part webinar series provides a review of Personal Umbrella Liability coverage. **Jill Haynes Gidge, CPCU**, will lead attendees through an analysis of the ISO Personal Umbrella — and compare it to other umbrella forms — to determine what coverage is afforded; and will offer tips to help the insurance professional avoid potential coverage pitfalls, customer dissatisfaction and errors and omissions claims.

**Members: \$59**

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## Personal Lines Issues

*Presented on July 29, 2009*

This webinar will discuss the importance of education for personal lines insurance personnel, and how to use that knowledge to determine the needs of customers and to discuss potential solutions with them. Attendees will learn how the risk management process can be applied to personal loss exposures, and how to guide customers through the claims process when a loss occurs.

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## Personal Lines Toys

### *Recognizing and Resolving Potential Coverage Gaps for Recreational Property and Vehicles*

*Presented on July 7, 2010*

This webinar highlights coverage gaps and deficits found in ISO's Homeowners and Personal Auto Policy regarding personal property and motorized conveyances used by many insureds for recreational purposes. **Jill Haynes Gidge, CPCU, CIC, CISR, CRIS, AAL, ACSR, AAM, AIT, CPIW, AIS, BSN, RN**, explains how various endorsements and other policy forms can help insurance professionals properly serve their customers and reduce their E&O exposure!

**Members: \$79**

**Nonmembers: \$119**

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## Popular Alternative Risk Transfer Solutions

### *What You Need to Know about ART*

*Presented on Dec. 15, 2009*

This webinar provides a comprehensive overview of various alternative risk transfer (ART) mechanisms in use today. Now that the ART market makes up more than 50 percent of the commercial insurance marketplace, it is imperative that every insurance and risk management professional understand the basics of ART programs, including the advantages and disadvantages of each.

**Members: \$59**

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# Technical *(continued)*

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## Professional Liability — Exposures and Insurance

*Presented on Feb. 17, 2010*

Professionals are individuals who hold themselves out as having greater than average expertise in a particular area. Professional liability insurance is needed to protect these individuals against claims involving performance of their services, since basic liability policies are unlikely to cover such claims. This webinar focuses on professional liability insurance policy language, learning the terminology and how to understand coverages provided under the policy.

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## Recent Ground-Breaking Developments in Climate Change Litigation and Legislation

*Presented on Jan. 26, 2010*

The issues of global warming, sustainability and renewable energy present great uncertainty and significant risk to the insurance industry. Unfortunately, these issues are too often presented from an ideological extreme that only serves to confuse and polarize. This webinar seeks to step back from the fray and provide a fresh and balanced assessment of a debate that is all too often dominated by the extremes.

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## The Risk of Going Green in Building Construction

*Presented on June 15, 2010*

Green building is an attempt to develop, design, construct and operate buildings in a manner that reduces the use of natural resources and energy from fossil fuels, encourages recycling of construction materials and waste, and ultimately develops land in a way that is to be less damaging to the natural landscape and community resources. During this webinar **Elise Farnham, CPCU**, will discuss emerging issues relative to “green” building and will examine new risks created by society’s desire for environmentally safe and sustainable building design and construction and will review the legal consequences relative to “green” construction and provide an overview of the impact of this movement on insurance professionals.

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## Risk Management and Ethical Considerations Involving E-Discovery

*Presented on Sept. 15, 2009*

This webinar will provide the information and insights needed to separate myth and reality regarding e-discovery. Experienced attorneys/presenters will also address common e-discovery risk management issues and concerns regarding ethics, business practices, litigation costs, and the overall discovery process. The presenters will discuss the varying rules governing e-discovery, and will share their insights on related legal cases.

**Members: \$59**

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## So You Want to Be an Expert Witness? Part 1 of 2

*Presented on May 6, 2009*

This webinar presents basic information about expert witness work, including helping the prospective expert witness to discern whether they are qualified for expert witness work, and, if the answer is yes, understand the basics of expert witness work and avoid major mistakes as an expert witness.

**Members: \$59**

**Nonmembers: \$99**

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## So You Want To Be An Expert Witness? Part 2 of 2

*Presented on July 8, 2009*

This webinar presents information the prospective expert witness should know, including federal rules with which expert witnesses must comply. Expert report writing will be discussed, including what the report must contain, how it should be structured, and the federal rules that govern such reports. This webinar will also cover what an expert witness needs to know about testifying in court or at a deposition.

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## Success is a Habit ... and So is Failure!

*Presented on April 22, 2010*

This webinar starts with the premise that success and failure are largely the result of good or bad habits; and that people can choose to succeed or to fail. Mike Jones, CPCU, will introduce three “discoveries” that successful people usually make, and will illustrate a path to personal and professional success.

**Members: \$59**

**Nonmembers: \$99**

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## Taking the Extra Time to Understand Extra Expense

*Presented on April 6, 2009*

Extra expense coverage is complicated, but it could be critical to the health of your company should you have a serious loss. In this webinar **Jill Gidge, CPCU**, will help you understand the need for extra expense coverage and explain the extra expense coverage forms, identifying what is covered.

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## Understanding the ISO 2007 CGL Policy What's Your Liability IQ?

*Presented on May 25, 2010*

This webinar highlights key areas of the ISO 2007 Commercial General Liability Coverage Form, with special emphasis on important definitions and exclusions. It will review the coverage provided — and not provided — under Parts A, B and C of the coverage form. Attendees will learn why a solid knowledge in these areas is key in servicing customers; and will gain an increased awareness of the exposures and potential scenarios that have led to errors and omissions claims.

**Members: \$79**

**Nonmembers: \$119**

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## Using Human Resource Audits to Assess Employment Practices Liability Exposures

*Presented on Aug. 11, 2009*

This webinar will discuss how the economic recession; legislative and regulatory changes in Washington and among the states; and court decisions can increase the employer's exposure to employment practices liabilities (EPL).

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**Nonmembers: \$99**

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## Weaving in Traffic What Lies Ahead for Commercial Auto Exposures and Claims?

*Presented on June 23, 2009*

Economic downturns, fluctuation in fuel costs (including all-time record highs), and a steady expansion of coverage by case law verdicts have combined to change the commercial automobile insurance landscape. This webinar examines the impact these changes have already made, and how they may affect commercial auto over the next couple years.

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## What Every Insurance Professional Should Know About Insurance Accounting and Financial Statements

*Part 1 — Presented on May 11, 2010*

*Part 2 — Presented on May 26, 2010*

Would you like to peek into the black box of insurance industry accounting? This two-part webinar will help participants understand the financial statements of the companies they work for. You may know nothing about insurance accounting and financial statements, but you likely recognize the importance of understanding what accounting does, and where it fits in the property-casualty industry. Peter Wright will use plain language and a no-nonsense approach — without dumbing down the concepts — to help participants learn the basics of property-casualty industry finance!

**Members: \$99**

**Nonmembers: \$139**

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## Workers Compensation Cost Containment — Capturing Real Savings

*Presented on July 29, 2010*

With medical expense increases out-stripping inflation every year, it is important that the insurance professional knows how to utilize every resource available to reduce costs. This webinar is designed to assist the insurance professional in maximizing savings through a strategic approach.

**Members: \$59**

**Nonmembers: \$99**

# Leadership

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## **The 25th Hour — *Managing Your Energy, Time and Productivity***

*Presented on Aug. 12, 2009*

Sometimes there just aren't enough hours in the day to get everything done. Those are the days when managing your energy and time becomes essential to leading a happy, healthy and productive work-life balance. We can't create another hour in your day but we teach you effective, practical and scientifically tested ways to conserve and boost your energy levels. In doing so you will be able to prioritize your goals and increase your effectiveness.

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**Nonmembers: \$99**

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## **The Art of Persuasion**

*Presented on July 22, 2009*

Are you having trouble getting the attention of a critical decision maker? We live in a world where those who are the most persuasive are the most prosperous. How successful you are in your professional and personal life depends on your ability to persuade and influence others. This webinar will help you understand the psychology of persuasion and influence, including obtaining management support for new program ideas.

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**Nonmembers: \$99**

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## **Breaking Into Senior Management**

*Presented on April 2, 2009*

Want to get into senior management? Feeling like you're "stuck" at a certain level and can't break through? Is being a "C" level leader one of your goals? This webinar will provide you with helpful strategies designed to enable you to break the barrier and move into a senior-level management position.

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## **Build Your Leadership Capacity for an Enduring Edge**

*Presented on Nov. 3, 2009*

Good leadership is the most important key to successfully implementing an organization's strategy and achieving desired business results. The very best way to do this is to boost the leadership effectiveness of managers at all levels. This thought-provoking and informative webinar will share some strategies for your growth as an effective leader.

**Members: \$59**

**Nonmembers: \$99**

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## **Clarity — Understanding and Applying the First Principle of Leadership**

*Presented on Aug. 11, 2010*

This is the second webinar in our continued discussion on the topic of leadership principles. It follows the initial webinar, which introduced the critical impact leadership has on employee engagement and suggested how to simply and easily measure engagement and incorporate leadership and its four foundational principles into the business planning process and ultimately consistently imbed leadership in business execution.

**Members: \$59**

**Nonmembers: \$99**

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## **Creative Leadership in Perilous Times — *A Primer for Today's Business Uncertainties***

*Presented on March 31, 2009*

Today's increasingly perilous business environment requires leaders equipped with solid analytic and strategic skills and the ability to imaginatively and creatively move their teams and enterprises in a new direction. This is the first in a series of webinars that provides a basic understanding of the principles and processes of creative and strategic team thinking, action planning and leadership and serves as a primer for a more in-depth emersion workshop under development by the CPCU Society.

**Members: \$59**

**Nonmembers: \$99**

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## **Creative Leadership in Perilous Times — *Experiencing the Creative Process***

*Presented on April 14, 2009*

Today's increasingly perilous business environment requires leaders equipped with solid analytic and strategic skills and the ability to imaginatively and creatively move their teams and enterprises in a new direction. This is the second in a series of webinars that provides an understanding of the principles and processes of creative and strategic team thinking, action planning and leadership.

**Members: \$59**

**Nonmembers: \$99**

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## **Dynamic Leadership Strategies for Women — Understanding and Addressing the Leadership Challenges Women Face in Today's Business Environment**

*Presented on July 15, 2009*

A look at the history of women in the workplace shows some remarkable progress. However, when it comes to leadership positions, women still face significant challenges. In this webinar, **Christine Lewis, CPCU, Ph.D., CLU**, will help you understand the challenges women face in today's business environment, she'll introduce you to a leadership model that relates to the natural strengths of women to maximize both the individual's and the organizations' return on investment and will wrap up by presenting numerous strategies that will help women overcome those leadership challenges.

**Members: \$59**

**Nonmembers: \$99**

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## **Embracing Ethics**

*Presented on March 30, 2010*

Through a series of case studies, this webinar will introduce the audience to a variety of real life ethical challenges found in today's insurance workplace. Each case study will describe a business situation laced with potential ethical dilemmas. Instead of acting out obvious ethical miscues or outright fraud, this program focuses on scenarios with subtle facts, which could result in a variety of opinions on both sides of the issue. The case studies will focus on business situations arising out of a variety of insurance related topics including usage of the CPCU designation, proper rating of policies and underwriting of a risk.

**Members: \$29**

**Nonmembers: \$119**

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## **Five Secrets for Leadership Success**

*Presented on Nov. 17, 2009*

Are you frustrated because you've been passed over for promotions? Or maybe you were on the "fast track" but now you feel you're at a dead end? View this webinar to find out the five secrets for leadership success and get yourself on track to greater professional and personal success!

**Members: \$59**

**Nonmembers: \$99**

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## **Goal Setting for Sales Success!**

*Presented on Oct. 15, 2009*

Goal setting is the basic material of the framework of life. It's also our compass, our radar and our course-corrector. We set goals with certain identifiable, essential characteristics. A life's framework, built on the right kind of principles with goals properly handled, has a special property. Goal Setting energizes us and moves us toward success. ***We can't stop it!***

**Members: \$79**

**Nonmembers: \$119**

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## **Giving Employee Feedback That Motivates Performance**

*Presented on Nov. 19, 2009*

This webinar will give you, the supervisor or manager, the tools to help you feel more comfortable giving feedback, help your employees learn from their mistakes and continually improve their performance.

**Members: \$59**

**Nonmembers: \$99**

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## **How Can My Organization and I Produce Business in the New Economy?**

*Presented on Nov. 11, 2009*

The information economy has dramatically changed the role and value of salespeople. In the past, salespeople were valued by customers because they were a valuable resource for information. Today that information is two clicks away with Google, and the salesperson's value may have been severely marginalized. All insurance professionals and organizations whose success depends on the production of new business will benefit by viewing this provocative webinar!

**Members: \$59**

**Nonmembers: \$99**

# Leadership *(continued)*

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## A Doubleheader! How to Develop and Use Leading Sales Indicators and The Top Ten Ways to Overcome a Sales Slump

*Presented on July 22, 2009*

The first half of this webinar will focus on *Leading Indicators* for the production of new business. In all businesses — large and small, new and old — there are leading indicators of success in sales ... a factor or two that can be used to predict future results. **Tom Redmond, CPCU**, will explore the most critical leading indicators for insurance agents/brokers and carriers, and for individual producers and underwriters; and will discuss challenges in measuring progress.

The second half of the webinar offers tips on “How to Overcome a Sales Slump.” Redmond will explore at least 10 methods that are practical, street level and can be applied immediately.

**Members: \$59 Nonmembers: \$99**

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## How to Overcome Sales Call/Contact Reluctance

*Presented on Oct. 6, 2009*

The only clear predictor of success in generating new sales revenue is the number of contacts made with new prospects and existing clients/agents **on a consistent basis**. “Call Reluctance” is a career-threatening condition that hinders the initiation of contact. We are all subject to some type of Call Reluctance behaviors, and happily there is an answer — all call reluctance types can be recognized, evaluated and overcome!

**Members: \$79 Nonmembers: \$119**

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## The Importance and Practice of Personal Business Planning — An Introduction

*Presented on Jan. 13, 2010*

Are you feeling overwhelmed? Is your work load unmanageable? We often overlook the importance of developing a personal business plan. Having a personal business plan is like having a map. Your plan helps you define your objectives, plot the best course to reach your destination, and make appropriate choices along the way. In this first part of a two part series, you will be introduced to the concepts of personal planning and why developing a personal business plan can help you accomplish everything you need to without feeling overwhelmed.

**Members: \$59 Nonmembers: \$99**

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## The Importance and Practice of Personal Business Planning — Making it Happen

*Presented on Jan. 28, 2010*

If you attended Part 1 of this series you now understand the importance of personal business planning and are looking for further guidance. Part 2 of this series will immerse you in the details of the planning process. Peter Wright will guide you through the steps of creating a sustainable plan that will lead you to personal success.

**Members: \$59 Nonmembers: \$99**

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## Is Your Net Working? Keeping Your Network Alive in Uncertain Times — A Three-Part Webinar Series

Discover a new approach toward building relationships that you will actually *enjoy* while tripling the success of your network. If you'd like to get off the business card collecting circuit, have excellent mutually successful relationships and grow your business or enhance your career in a new way, view our three-part webinar series, “Is Your Net Working?” With a simple shift in focus, you could make your business relationships re-energize your career or your business.

- **No Fear Networking — How to enjoy Building Your Network**

*Presented on Dec. 4, 2008*

- **Engaging Your Network — How to Discuss Your Business or Career Strengths with Others**

*Presented Dec. 11, 2008*

- **Referral Networking — How to Rev Up Your Referral Engine so Your Network Works for You**

*Presented Dec. 18, 2008*

### Series Pricing

**Members: \$99 Nonmembers: \$129**

### Individual Webinar Prices

**Members: \$59 Nonmembers: \$99**

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## Leadership Development — A Simple, Powerful Principle-based Approach

*Presented on June 9, 2009*

Leadership is a much talked about concept, in fact so much identified as the solution for all that ails that the word is beginning to lose its significance. Yet, it is indeed the solution. During this webinar, **Kirk Goeldner, CPCU, CIC**, will introduce you to leadership and its importance to long-term growth, alert you to the limitations of traditional corporate programs and offer you a different response. He will reveal the essentials for creating a sustainable culture of leadership and what the four principles of leadership are. Most importantly, Goeldner will advise you on what you can do next to create a sustainable culture of leadership within your organization.

**Members: \$59**

**Nonmembers: \$99**

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## Leading with Authenticity — *Being a Transformational Leader to Achieve Extraordinary Results*

*Presented on June 17, 2009*

The traditional leadership paradigm no longer works in today's business environment. Today's leaders must transform organizations and help them implement a continual process of improvement that adds value for their customers. This webinar focuses on understanding a highly-effective leadership model that will help you achieve extraordinary results.

**Members: \$59**

**Nonmembers: \$99**

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## Listen to Communicate — *Communicate to Succeed*

*Presented on Aug. 4, 2009*

Communication is the process of exchanging information. Miscommunication in the workplace can lead to lowered productivity and high stress levels among coworkers. Listening is one of the most important aspects of the communication process: it allows us to better understand each other and, therefore, to communicate more effectively. As a result, our work environment is more pleasant, leading to increased effectiveness and productivity.

**Members: \$59**

**Nonmembers: \$99**

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## Managing Conflict and Creating Resolution

*Presented on July 22, 2009*

You can't avoid conflict in the workplace. Wherever people interact, there is a potential for conflict. The better you understand how you manage conflict, the more likely you will be able to get better at it. With more experience you will grow more comfortable with conflict resolution. In this webinar, you'll learn a variety of concepts and skills that will help you maintain productive relationships in the face of strong feelings and difficult issues and give you the confidence to push through even the most difficult topics and problems.

**Members: \$59**

**Nonmembers: \$99**

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## Managing People Remotely

*Presented on March 18, 2010*

More than 33 million people now telecommute at least once per month in the U.S. and most managers have workers that report to them who work out of offices in another location, perhaps even another country. While technology has changed rapidly to help accelerate this trend, management skills in leading a remote workforce have lagged behind. Attend this webinar to learn about the leadership and business implications of flexible work arrangements and better understand the changing leadership skills needed to manage people remotely.

**Members: \$59**

**Nonmembers: \$99**

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## Manage Your Selling Time by Effectively Qualifying Prospects

*Presented on May 13, 2010*

Tom Redmond, CPCU, tells us that "prospects have lots of skills — but hiring you and your organization is not one of them!" One of the most challenging aspects of a producer's or underwriter's job is to determine if a prospect is a serious buyer. This webinar uncovers the hidden costs of working on unqualified prospects, and offers powerful ways to determine if a prospect will ever buy.

**Members: \$59**

**Nonmembers: \$99**

# Leadership *(continued)*

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## Planning to Win — An Advanced Sales Webinar

*Presented on April 27, 2010*

This informative webinar focuses on sales goal setting; measurement and achievement; the sale as a process; managing a prospect inventory; and developing sales metrics and leading indicators. Tom Redmond, CPCU, will urge each attendee to set or review sales goals, and will pinpoint actions needed to achieve those goals. Participants will be introduced to a practical “street level” systematic sales process; and measurement criteria that capture the target number of contact/appointment levels, leading sales indicators, and required amount of “business-in-process.”

**Members: \$59**

**Nonmembers: \$99**

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## Planning to Win for Underwriters

*Presented on June 17, 2010*

This webinar focuses on underwriter sales goal setting, measurement, achievement, and the sale as a process, managing a prospect inventory and developing sales metrics and leading indicators. Participants will be asked to set and/or review sales goals and to define the actions needed to achieve those goals. **Tom Redmond, CPCU**, will introduce a practical “street level” systematic sales process. Measurement criteria that captures the target number of agent and broker contact/appointment levels, leading sales indicators, and the required amount of business “in process” (premium and number of accounts) will also be established. Attendees will continue to learn and succeed by using Excel workbooks available before, during, and after the webinar.

**Members: \$59**

**Nonmembers: \$99**

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## Project Management Series

- **An Introduction to Project Management**

*Presented on Sept. 17, 2009*

Many companies’ projects can become disjointed from their overall business strategy and operations. A project management process can add value with proper tools and processes to help you avoid pitfalls. This webinar introduces the concepts of the project management discipline and is designed for anyone in a professional setting that needs to lead or participate in a small to medium-sized project.

- **The People of Project Management**

*Presented on Sept. 24, 2009*

Understanding and clearly defining project roles in relation to functional roles is the single most important step to building project management discipline in any organization. This webinar is focused on the people you should include in your project and how to clearly define their roles to ensure an efficient and productive project team.

- **Initiating a Project**

*Presented on Oct. 1, 2009*

Project planning is crucial to the success of the project. Projects can become total disasters and often fail because we jump into solution mode far too early. If the initiation stage of planning is not performed well, it is unlikely your project will be successful. Avoid setting yourself up for failure! In this webinar, learn how to create a business case and get your project approved.

- **Project Management Planning**

*Presented on Oct. 8, 2009*

We know the success of a project depends upon the effort put forth during the planning of a project. Learn how to develop realistic schedules to achieve timely project delivery. In this webinar we will outline the methods used to break down the project plan and convert it to actionable items. You’ll also learn to create a workable project schedule.

- **Project Execution**

*Presented on Oct. 13, 2009*

So the project plan is in place. What are the steps we need to take to execute our project successfully? The purpose of project execution is to develop the product or service that the project was commissioned to deliver. Project execution utilizes all the plans, schedules, procedures and templates that were prepared during prior phases. It is usually the longest phase in the project life cycle and it is where most resources and energy are applied. This webinar will show participants how to manage the schedule and convert it to tasks that create real results.

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## • Project Management Closing

*Presented on October 22, 2009*

After all the work to initiate, plan and execute a project, it is amazing how often the simple yet crucial steps to close out a project are overlooked. Did we learn anything on this project that might help us in the future? Did the project deliver what we promised? Most importantly, did we actually satisfy the original objectives of the project? This webinar outlines the final steps in closing out a project to help answer all these questions and more. It also summarizes the principles of a great project and concepts presented in the previous five sessions.

### Series Pricing

**Members: \$250**

**Nonmembers: \$295**

### Individual Webinar Prices

**Members: \$59**

**Nonmembers: \$99**

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## Referral Harvesting

*Presented on June 10, 2009*

Obtaining referrals is the single most powerful way of developing new business. Our Referral Harvesting webinar includes Referral Goal Setting, Referral Aversion, Measurement, Tracking and Scripting — How to ask for and generate referrals while Overcoming Objections — Your own! Participants will recognize the value of referrals, identify their own resistance, overcome referral aversion and be challenged with some post-webinar objectives.

**Members: \$59**

**Nonmembers: \$99**

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## Running Great Meetings

*Presented on Feb. 2, 2010*

Seems simple, but when is the last time you left a meeting charged up and motivated because you actually achieved something during the meeting? Many meetings seem like time wasters not to mention money wasters when you stop to calculate the cost of your participant's time to attend. We also know that most companies couldn't function without meetings, so we should take deliberate steps to ensure that our meetings are more effective and a better use of everyone's time.

**Members: \$59**

**Nonmembers: \$99**

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## Team Dynamics ... The Cultures and Drivers of Organizational Team Models

*Presented on May 6, 2010*

This stimulating webinar will move well beyond the mainline team "mechanical" studies to explore the modeling and application of various team forms. The discussion will include addressing dedicated units, matrix groups with sunsets and on-going matrix teams. **Jim Britt, CPCU**, a noted team facilitator, will further explore teams including project, task force and steering committee models. Participants will emerge from the session with a clear understanding of how their businesses can be better positioned to build, empower and ensure the success of their own organizational teams.

**Members: \$59**

**Nonmembers: \$99**

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## The Women's Forum — Achieving Life Balance in 2010

*Presented on Jan. 27, 2010*

This webinar is the first in a series that will reprise the excellent encore presentation at the 2009 CPCU Society's Annual Meeting and Seminars. The panelists for that seminar were the only women to have led the CPCU Society as president: **Anita Z. Bourke, CPCU, CPIW, Marsha D. Egan, CPCU, CPIW, PCC, Millicent W. Workman, CPCU, CRIS, AU** and **Betsey L. Brewer, CPCU**. This interactive webinar series will focus on the challenges and issues faced by professional women in the insurance industry today, and will offer tips for how women can achieve career success.

**Members: \$59**

**Nonmembers: \$99**

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## The Women's Forum — Strategies to Keep Your Career on Track

*Presented on May 19, 2010*

Some professional women are finding their career has not progressed as quickly as they would like. This webinar will discuss how to keep your career on track. Anita Bourke and Millie Workman will be our panelists and will address audience questions and discuss pivotal issues including:

- Recognizing where you are now and setting a goal for where you want to be in your career.
- Gaining confidence in your abilities and putting an end to underestimating yourself.
- Avoiding the guilt trap.

**Members: \$59**

**Nonmembers: \$99**

# Career Management

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## Critical Success Factors for Leaders in Tough Economic Times — *Thriving Rather than Surviving*

Presented on Jan. 22, 2009

In these tough, ever-changing economic times, are there some leadership essentials that can make you stand out? How will your company separate the best from the rest? Insurance professionals must possess certain traits and attributes to be seen as leaders and to be asked to guide their organizations into the future. This webinar will discuss 10 critical success factors for leaders to thrive, not just survive, in our current economic environment.

**Members: \$59**

**Nonmembers: \$99**

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## Facebook Profile Excellence

Presented on March 25, 2010

Everyone is on Facebook! Since its founding in 2004, the free social networking tool has grown to more than 400 million active users. 34 percent of Facebook users work as professionals, executives, educators or are in sales or technical careers. With a great profile, Facebook can be a smart marketing tool to promote your business, showcase your expertise and connect with colleagues, clients and customers. During this webinar, **Marsha Egan, CPCU**, will review with you the main points of a Facebook profile, walk you through sprucing up that profile and give you action steps on how utilizing Facebook can benefit you and your business.

**Members: \$59**

**Nonmembers: \$99**

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## Lead Your Team to Success — *Essential Coaching and Mentoring Skills for Managers*

Presented on Aug. 18, 2009

In this webinar **Peter Khoury, MBA**, will provide participants with the coaching and mentoring tools needed to support the development of any employee. Learn a coaching model that uses a systematic approach to help you develop, groom and empower your employees and get the behavioral results desired. Khoury's coaching model and set of tools will guide you step-by-step through the coaching and mentoring process.

**Members: \$59**

**Nonmembers: \$99**

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## Leadership in the Multi-Generational Workplace

Presented on Aug. 5, 2009

For the first time in history, four generations are in the workplace at the same time. With today's multi-generational workforce come differences in motivation, lifestyle and thought process. These differences create friction and often lead to conflict. So, how do you get your intergenerational employees to work together effectively?

**Members: \$59**

**Nonmembers: \$99**

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## LinkedIn Profile Excellence

Presented on July 27, 2010

Launched in 2003, LinkedIn was designed for professionals, creating a new way to connect. With the right tools and applications, LinkedIn can be a smart marketing tool to promote your business, showcase your expertise and connect with colleagues, clients and customers. It can also be a fabulous place to do research and find the answers you've been seeking. During this webinar, **Marsha Egan, CPCU**, will review with you the main points of a LinkedIn profile, walk you through sprucing up that profile and give you action steps on how utilizing LinkedIn can benefit you and your business.

**Members: \$59**

**Nonmembers: \$99**

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## Networking with Social Media — *Why and How to use Social Networks to Boost your Career*

Presented on Feb. 24, 2010

Social networks such as Facebook, LinkedIn and Plaxo are growing exponentially. Participating in them can be a critical component in how you enhance your professional network. You can find, be found, build expertise, and forge relationships that can be beneficial to you and your career. This webinar will outline social media networking tools, and provide the background and perspectives to help you determine which networks to choose and how to participate.

**Members: \$59**

**Nonmembers: \$99**

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## **Now More Than Ever — How to Maximize Job Satisfaction**

*Presented on April 30, 2009*

Professional satisfaction is personal and unique for everyone. While corporate America may construct the playing field in which we seek satisfaction, it is not responsible for our individual results. This webinar will explore both sides of the equation including ways corporations can create a work environment that promotes satisfaction, as well as methods for individuals to control and drive their own personal satisfaction.

**Members: \$59**

**Nonmembers: \$99**

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## **Social Media Basics — From Blogs, to Links, to Fans, to Tweets — and Why You Can't Ignore It Anymore**

*Presented on Feb. 22, 2010*

Social media participation is becoming an essential tool in keeping in touch with the world. But what is it? You've heard people talking about LinkedIn, Facebook, Twitter and Blogging but why do you need to consider using social media and not leave it "for the other guy?" In this webinar we will provide a brief introduction to social media and its applications for business. We will look at popular forms of social networks and help you unlock the mysteries of the social media phenomenon that is redefining business marketing, and help you understand its potential impact in the business and insurance world.

**Members: \$59**

**Nonmembers: \$99**

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## **Twitter Basics for the Insurance Professional**

*Presented on April 7, 2010*

One of the hottest topics right now is how professionals and organizations can use Twitter. Twitter is being used for business and can be a tool used by insurance professionals in their businesses and careers. Social networking on Twitter is a long-term strategy in which you must bring value to the community by publishing and sharing relevant information. This webinar will give you the basics on how to use Twitter. It will also help you to understand the strategies that are possible when using this exponentially growing social medium.

**Members: \$59**

**Nonmembers: \$99**