CPCU SOCIETY
INSURING YOUR SUCCESS

On-Demand Webinars

Technical

2008 Commercial Property Changes

Presented on Sept. 30, 2009

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**

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**

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**

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**

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**

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.

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

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!

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

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.

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

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.

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

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.

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

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!***

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

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.

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

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!

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

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 it's 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 **Nonmembers: $99**

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 **Nonmembers: $99**

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?

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

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.

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

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**

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**

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**

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**

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 **Nonmembers: $99**

- **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 **Nonmembers: $99**

- **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 Gidge 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 **Nonmembers: $99**

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**

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.

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

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 **Nonmembers: $99**

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.

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

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.

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

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 **Nonmembers: $99**

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**

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.

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

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.

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

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).

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

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.

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

Leadership

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

Presented on August 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.

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

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.

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

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.

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

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**

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**

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**

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**

Embracing Change — Building Your Cultural Competence

Presented on Sept. 10, 2009

Have you ever encountered someone different and felt awkward on how to approach them? What to say? How to break the ice? How to give them feedback? Probably thinking about how you are being perceived by them? Due to this discomfort you probably kept your interaction very brief and superficial. We all have found ourselves in these situations searching for the right words or the right approach. This webinar will help you increase your personal effectiveness interacting across lines of difference.

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

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**

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**

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**

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: $59 **Nonmembers: $99**

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**

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**

Leadership *(continued)*

Intergenerational Differences — Building Bridges and Managing Complexities

Presented on Jan. 14, 2010

The ability to address generational differences in the workplace is becoming increasingly important. As baby boomers approach retirement and Generation Y is entering the workforce, age, as a diversity issue, is becoming more and more common. Today's workforce is made up of four different generations and many organizations and workers are finding themselves challenged by the unique needs and different expectations of each generation. Join us in this dynamic webinar as we explore these differences, discuss their impact in the workplace and share best practices for enabling different generations to work together effectively.

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

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**

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**

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**

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**

Portraying Confidence and Courage (Even When You're Neither!)

Presented on Sept. 23, 2009

A key leadership trait is projecting confidence that you can handle most workplace challenges. Saying what needs to be said, to the right people, at the right time and in the right manner takes courage. When people have confidence and courage, others notice. In fact, lacking these skills can hold you back in your career — even if you have experience and expertise. Learn how to stand your ground, pick your battles, face your fears and build your career.

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

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.

- **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**

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**

Leadership *(continued)*

Teamwork — Let's Work Together

Presented on July 16, 2009

The old adage that "Two heads are better than one!" continues to be true and relevant in today's society. Whether as independent workers, team members or committee members, many of us work along side each other, but we probably aren't working "together" in organizations to benefit ourselves, each other, and the company. But putting employees together to form a unit or team does not often spell success. People need to learn some crucial techniques and factors that will encourage and allow them to maximize each other's strengths to increase productivity and satisfaction.

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

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**

Career Management

Career Resilience — *What Have You Done for Yourself Lately?*

Presented on Nov. 10, 2009

How much are you willing to invest in yourself and your career? Today's business environment is so fast-paced and focused that it is often difficult for employees to fit in time for themselves. Join **Lenore Mewton** to learn the importance of career resilience and pave your way to long-term career fulfillment.

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

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**

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. Participants will be instructed and motivated to set specific professional and personal goals that are meaningful, measurable and written.

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

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**

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**

Managing Transitions — Making the Most of Change

Presented on June 4, 2009

Change, whether anticipated or not, can be difficult. In today's world, all of us must continually deal with changes in all aspects of our lives — work, home, internally and in the world around us. Gone are the days of "one size fits all" solutions for dealing with change. This webinar will provide a framework for understanding the impact of change on you and others — and how to effectively move through the transitions of change.

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

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**

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**

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**