

# FAIA Designation Classes for 2009

Please note: the Florida Department of Financial Services does not allow us to estimate CE hours pending.  
When we receive the course numbers for these classes, they will be posted on faia.com.

- AAI 81A Foundations of Insurance Production** (7 hours intermediate, GL (P & C), CE# 39978—8:15 a.m. - 4:15 p.m.)  
APR. 7: WEST PALM BEACH    APR. 15: SARASOTA    JUN. 9: ALTAMONTE SPRINGS    JUL. 14: DANIA BEACH
- AAI 82A Multiple Lines Insurance Production** (10 hours intermediate, GL (P & C), CE# 40111—  
Day 1: 8:15 a.m. - 4:15 p.m. Day 2: 8:15 a.m. - 11:15 a.m.)  
JAN. 28 & 29: SARASOTA    FEB. 11 & 12: ALTAMONTE SPRINGS    MAR. 10 & 11: WEST PALM BEACH    APR. 29 & 30: DANIA BEACH
- AAI 83A Principles of Agency Management** (7 hours intermediate, Generic Life, GL & Title, CE# 40079—8:15 a.m. - 4:15 p.m.)  
JAN. 14: DANIA BEACH    MAR. 24: SARASOTA    MAR. 26: WEST PALM BEACH    APR. 14: LAKE MARY
- AAI 81B Foundations of Insurance Production** (10 hours intermediate, Generic Life & GL, CE# 54136—  
Day 1: 8:15 a.m. - 4:15 p.m. Day 2: 8:15 a.m. - 11:15 a.m.)  
AUG. 11 & 12: SARASOTA    OCT. 20 & 21: WEST PALM BEACH    OCT. 28 & 29: DANIA BEACH    NOV. 4 & 5: ALTAMONTE SPRINGS
- AAI 82B Multiple Lines Insurance Production** (10 hours intermediate, GL (P & C), CE# 39979—  
Day 1: 8:15 a.m. - 4:15 p.m. Day 2: 8:15 a.m. - 11:15 a.m.)  
SEP. 29 & 30: SARASOTA    OCT. 6 & 7: ALTAMONTE SPRINGS    NOV. 17 & 18: WEST PALM BEACH    DEC. 1 & 2: DANIA BEACH
- AAI 83B The Insurance Production Environment** (7 hours intermediate, Generic Life, GL & Title, CE# 40114—8:15 a.m. - 4:15 p.m.)  
APR. 1: DANIA BEACH    JUN. 4: SARASOTA    JUN. 24: WEST PALM BEACH    JUL. 21: ALTAMONTE SPRINGS
- AAI 81C Foundations of Insurance Production** (10 hours intermediate, GL (P & C), CE# 40109—  
Day 1: 8:15 a.m. - 4:15 p.m. Day 2: 8:15 a.m. - 11:15 a.m.)  
MAY 5 & 6: LAKE MARY    JUL. 7 & 8: WEST PALM BEACH    AUG. 25 & 26: DANIA BEACH    SEP. 9 & 10: SARASOTA
- AAI 82C Multiple Lines Insurance Production** (7 hours intermediate, GL (P & C), CE# 39931—8:15 a.m. - 4:15 p.m.)  
APR. 16: SARASOTA    JUN. 10: ALTAMONTE SPRINGS    JUL. 15: DANIA BEACH    SEP. 24: WEST PALM BEACH
- AAI 83C The Insurance Production Environment** (7 hours intermediate, Generic Life, GL & Title, CE# 39977—8:15 a.m. - 4:15 p.m.)  
AUG. 12: WEST PALM BEACH    AUG. 26: SARASOTA    SEP. 9: DANIA BEACH    OCT. 20: ALTAMONTE SPRINGS
- AIAM 110 Understanding Insurance Consumer Needs: The Communication Jungle**  
(3 hours intermediate, Generic Life, GL & Title, CE# 64499—8:15 a.m. - 11:15 a.m.)
- AIAM 120 Best Practices in Customer Service** (4 hours intermediate, Generic Life, GL & Title, CE# 50326—1:00 p.m. - 5:00 p.m.)  
JAN. 15: DANIA BEACH    JAN. 21: DESTIN    JAN. 22: TALLAHASSEE    FEB. 6: MIAMI    MAR. 4: DAYTONA    MAR. 5: JACKSONVILLE  
APR. 1: VERO BEACH    MAY 12: FORT MYERS    MAY 14: BRADENTON
- AIAM 210 Mastering Time** (4 hours intermediate, Generic Life & GL, CE# 35355—8:15 a.m. - 12:15 p.m.)
- AIAM 220 Organizational Workflow** (2 hours intermediate, Generic Life, GL & Title, CE# 64717—1:00 p.m. - 3:00 p.m.)  
MAR. 19: TALLAHASSEE    APR. 2: DAYTONA    APR. 2: MIAMI    JUN. 25: VERO BEACH    JUL. 22: ALTAMONTE SPRINGS    AUG. 27: BRADENTON  
SEP. 3: JACKSONVILLE    SEP. 15: DESTIN    SEP. 24: TAMPA    OCT. 6: SARASOTA
- AIAM 310 Negotiating Conflict** (3 hours intermediate, Generic Life, GL & Title, CE# 52114—8:15 a.m. - 11:15 a.m.)
- AIAM 320 Professional Relationships in the Insurance Agency** (3 hours intermediate, Generic Life, GL & Title, CE# 64719—1:00 p.m. - 4:00 p.m.)  
JUL. 14: FORT LAUDERDALE    AUG. 11: MIAMI    AUG. 25: FORT MYERS    NOV. 17: BRADENTON  
DEC. 2: DAYTONA    DEC. 3: JACKSONVILLE    DEC. 9: DESTIN
- AIAM 410 How Not to Get in Trouble With Your Mouth** (4 hours intermediate, Generic Life, GL & Title, CE# 52108—8:15 a.m. - 12:15 p.m.)
- AIAM 420 The Write Stuff** (2 hours intermediate, Generic Life, GL & Title, CE# 64721—1:00 p.m. - 4:00 p.m.)  
JAN. 13: WEST PALM BEACH    MAR. 3: ALTAMONTE SPRINGS    APR. 14: KEY WEST    APR. 15: KEY LARGO  
MAY 13: SARASOTA    JUL. 9: TAMPA
- AIAM 510 Regulation, Politics & Polish** (4 hours intermediate, Generic Life, GL & Title, CE# 64723—8:15 a.m. - 12:15 p.m.)
- AIAM 520 Leadership is Everyone's Job** (2 hours intermediate, Generic Life, GL & Title, CE# 52096—1:00 p.m. - 3:00 p.m.)  
JUN. 23: WEST PALM BEACH    JUL. 7: FORT MYERS    OCT. 7: BRADENTON
- AIAM 610 Insurance Ethics: Why Be Ethical?** (3 hours intermediate, Ethics (Agents), CE# 55330—8:15 a.m. - 11:15 a.m.)
- AIAM 620 Changing Attitudes/Creating Opportunities: Survival in the Jungle**  
(2 hours intermediate, Generic Life, GL & Title, CE# 35501—1:00 p.m. - 3:00 p.m.)  
AUG. 17: KEY LARGO    AUG. 18: KEY WEST    SEP. 1: WEST PALM BEACH    SEP. 10: ALTAMONTE SPRINGS  
NOV. 5: TAMPA    NOV. 18: SARASOTA    DEC. 1: VERO BEACH
- Associate in Insurance Production (AIP) Elite Sales Training** (No CE—8:15 a.m. - 4:15 p.m.)  
SESSION A: JAN. 27 - 29;    APR. 21 - 23;    JUL. 28 - 30;    OCT. 27 - 29: TALLAHASSEE  
SESSION B: FEB. 3 - 5;    APR. 28 - 30;    AUG. 4 - 6;    NOV. 3 - 5: TALLAHASSEE
- Certified Customer Service Representative (CCSR)** (No CE—8:15 a.m. - 4:15 p.m.)  
MAY 5 - 7 12 & 13: ORLANDO    JUN. 23 - 25 29 & 30: TALLAHASSEE    SEP. 15 - 17 22 & 23: DEERFIELD BEACH    OCT. 6 - 8; 14 & 15: MIAMI
- 4-40 to 2-20 Conversion** (No CE—8:15 a.m. - 4:15 p.m.)  
MAR. 31 APR. 1 & 2 APR. 8 & 9: DEERFIELD BEACH    DEC. 1 - 3 8 & 9: TALLAHASSEE
- Commercial Liability Insurance for Contractors (CRIS ® Day 1)** (7 hours intermediate, GL (P & C), CE# 60522—8:15 a.m. - 4:15 p.m.)  
MAR. 5: ORLANDO
- Contractual Risk Transfer in Construction (CRIS ® Day 2)** (7 hours intermediate, GL (P & C), CE# 60523—8:15 a.m. - 4:15 p.m.)  
JUL. 16: ORLANDO
- Commercial Auto, Surety, CIPS & Misc. Lines (CRIS ® Day 3)** (7 hours intermediate, GL (P & C), CE# 60915—8:15 a.m. - 4:15 p.m.)  
AUG. 27: ORLANDO
- Property Insurance for Contractors (CRIS ® Day 4)** (7 hours intermediate, GL (P & C), CE# 60524—8:15 a.m. - 4:15 p.m.)  
SEP. 23: ORLANDO
- Workers Compensation for Contractors (CRIS ® Day 5)** (7 hours intermediate, GL (P & C), CE# 60520—8:15 a.m. - 4:15 p.m.)  
OCT. 29: ORLANDO

\*\*\*Dates subject to change. Please view the Events page @ [www.fiaa.com](http://www.fiaa.com) for most current dates and locations!!!\*\*\*  
Undated 1/7/2009

# Florida's Best Insurance Education



To:

**Be sure to post this in your company break room!!**

**AAI 81 Foundations of Insurance Production** reviews insurance terms and their meanings; insurers as financial intermediaries; types of insurance providers and distribution systems; homeowners section I and II coverages; homeowners endorsements; personal auto policy coverages and endorsements, vehicles-mopeds, motorcycles, 4-wheelers, antique cars; personal inland marine; watercraft coverages and policies; aviation coverage; personal umbrella policies; dwelling programs; flood coverage; personal financial planning; life and health insurance; key property coverages; causes of loss forms; commonly used endorsements; rating principles; E&O prevention.

**AAI 82 Multiple Lines of Insurance Production** covers commercial general liability; commercial auto; garage policies; trucker policies; endorsements; ratings; crime coverages; financial institution coverage; business owners programs; risk management; boiler and machinery coverage; D&O; employment practices; environmental; business life; coverage for agricultural risks; WC and employers liability; difference in conditions coverage; layered property coverage; commercial excess and umbrella policies; ocean marine coverage; aviation coverage; surety bonds; highly protected risk.

**AAI 83 Agency Operations & Sales Management** covers legal aspects of the agency; agency contracts; organizational, agency and sales management; personal production planning; time management; underwriting; methods of insurance distribution; producer-insurer communications; public image of the agency; agency growth; prospect and client communications; market segmentation; target marketing; computers in the insurance agency; emerging issues in automation; client services management; work measurement and productivity; agency financial management; the producer's legal and ethical responsibilities.

**Associate in Insurance Account Management (AIAM)** is a designation program designed for all customer service representatives, account managers, account executives, or for the continuing education of everyone in your agency. It is the partner program to the Elite Force Sales Training program (Associate in Insurance Production designation). This program has been approved by IIBA for the Associate in Insurance Account Management (AIAM) designation. The designation will be conferred upon all students who complete the classroom work and pass an open-book test for the Elite Insurance Account Management Training course.

**Associate in Insurance Production (AIP) Elite Sales Training** The program covers everything from prospecting to data gathering and closing. The Elite Force learns the full psychology of the sale, not just tricks or gimmicks. We talk about personality traits, negotiation skills, time management, consultative relationship building, building credibility, and more. Several popular sales techniques are reviewed. Guest speakers are brought in. Case studies and the students' own actual experiences are discussed among the group, so they learn from each other's successes and failures. Students are sent home each quarter with various publications and books to study, which outline various sales methods. Plus, they learn about presentation skills, using the Web for prospecting, and how to set, measure, and track their sales goals.

**Certified Customer Service Representative (CCSR)** The CCSR course has been carefully designed to fully comply with Department of Financial Services rules requiring 4-40 pre-licensing designation courses to be 40 hours in length. Attendees leave the course with a broad knowledge of almost all aspects of insurance, including but not limited to: personal auto, business auto, garage, homeowners, dwelling, flood, commercial property, general liability, workers compensation, bonds, inland marine, and Florida laws.

**4-40 to 2-20 Conversion** This 40-hour class is perfect for three groups of people. First, someone who has been licensed and appointed as a 4-40 for one year can use this class to bypass the "all lines" experience requirement needed to sit for the 2-20 test once the course exam is passed. Second, those who are planning to sit for the 2-20 test based purely on experience will find this course invaluable as a preparation tool; view it as a "five-day prep course." Third, those who are looking for a good "soup to nuts" overview of almost all types of insurance (Even those already licensed) will find this course fits the bill. Using the state 2-20 study guide, over five days the entire textbook is covered. Students will leave "well armed" with a wealth of information.

**Construction Risk and Insurance Account Management** is FAIA's five-part Construction Risk and Insurance Specialist designation program (CRIS) in partnership with the International Risk Management Institute, Inc. (IRMI®). Each of the five courses address a different aspect of construction and risk management, and offers seven hours of CE credit. Courses can be taken individually,

**Education**  
on site

We'll come to you!

**Education**  
on the road

For information—[www.faia.com](http://www.faia.com)

**Education**  
online

Take classes at your desk!