The Society of Certified Insurance Counselors

**Agency Management**
Tallahassee, FL, WB  ●  November 4-5, 2020

**Wednesday, November 4, 2020**

7:30 AM - 8:00 AM  Join Webinar  **SECTION 1**  STRATEGIC PLANNING  Ms. Rebecca Lathrop, CIC, CPIA

8:00 AM - 12:15 PM  SECTION 1

12:15 PM - 1:15 PM  Lunch

1:15 PM - 5:15 PM  SECTION 2  TALENT ACQUISITION AND DEVELOPMENT  Ms. Rebecca Lathrop, CIC, CPIA

**Thursday, November 5, 2020**

7:30 AM - 8:00 AM  Join Webinar  **SECTION 3**  CLIENT RETENTION AND ACQUISITION  Ms. Bettye Davis Hutchison, CIC, CRM, CPCU, ARM, CPIA, AAI, TRIP

8:00 AM - 10:00 AM  SECTION 3

10:00 AM - 12:00 PM  SECTION 4  TECHNOLOGY UTILIZATION  Ms. Bettye Davis Hutchison, CIC, CRM, CPCU, ARM, CPIA, AAI, TRIP

12:00 PM - 1:00 PM  Lunch

1:00 PM - 2:00 PM

2:00 PM - 5:00 PM  SECTION 5  ETHICAL RESPONSIBILITY  Ms. Bettye Davis Hutchison, CIC, CRM, CPCU, ARM, CPIA, AAI, TRIP

This class switched to instructor-led online.

**Faculty**

Bettye Davis Hutchison, CIC, CRM, CPCU, ARM, CPIA, AAI, TRIP

Central Insurance Services, Inc., Adelphi, MD

Rebecca Lathrop, CIC, CPIA

Optimum Performance Solutions, LLC, Lake Worth, FL

**Ed Consultant**

Jay Williams, CIC, CRM, AAI, ACSR, CRIS, MLIS

Tallahassee, FL

**Program Location**

Address & Phone:  **FAIA Instructor-led Online Course**  3159 Shamrock South  Tallahassee, FL, WB  32309