

IIAV Guide to Insurance Training



Entry-Level

Textbooks

Pre-Licensing (textbook, exam simulator and audio CD)—P&C, Life, Health & Securities

Classroom Training

Property & Casualty Pre-Licensing • Life & Health Pre-Licensing • Security Licensing • Insurance Career Institute (Visit www.insurancecareerinstitute.com for more information.)

Online Training

Microsoft Word • Business Skills • Communication Skills • Grammar Skills • New Employee Training

New CSRs

ACSR—Classroom, Textbook & Online

Personal: Homeowners • Personal Auto • Personal Lines Related Coverages
Commercial: Commercial Property • Commercial Liability • Commercial Automobile • Commercial Lines Related Coverages

Life and Health: Understanding Life Insurance and Determining Client Need • Understanding Health Insurance and Determining Client Need • Understanding Government Insurance Programs, Disability and Long-Term Care Insurance, and Determining Client Need

Agency Procedures: E&O Workflow Procedures • Professional Development

Personal or Commercial Lines Week

Classroom Training

See IIAV Classroom Training Schedule for hot, new topics!

Online Training

Microsoft Word & Excel • Mastering Time • Conflict Resolution • How to Calculate Business Income • Fair Credit Reporting Act • WC Experience Rating • Home-Based Business • Personal Umbrella Policy • Ultimate Rental Car Course • Time Management • Flood–NFIP • Ethics

Insurance Career Institute

Supervisor/Manager

Textbooks/CDs

Best Practice Crisis Management • Guide to Producer Contracts • Top Producer

Classroom Training

SM (Supervisory Management Program): This six part certificate program covers the role of supervisor, improving communications, motivation, coaching and employment laws.

AIAO (Associate in Insurance Agency Operations): This eight part program covers strategic planning, building a sales culture, and providing superior customer service. This will provide the tools and strategies to be attractive business partners for top national and regional carriers.

Online Training

Microsoft Excel • Changing Attitudes, Creating Opportunities • Build Your Service Into Gold • Time Management—Meetings, Managing Work, Co-workers • Design an Information Security Program • Conflict Resolution • Fair Credit Reporting Act • Generation X • Coaching

Check IIAV's Classroom Training Schedule—
We're Bringing Education Closer to You!

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Producer/Experienced CSRs

Textbooks/CDs—visit the bookstore at www.iiav.com

Business Owners Policy • Ethics • Business Income Coverage • Commercial Inland Marine • In-Home Business • Insurance Packages for Small Business • Personal Lines Endorsements • Policy Interpretation • Life & Health • Risk Management

Classroom Training

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Online Training

High Impact Presentation Skills • Selling vs. the Competition • Resolving Price Objections • Additional Insureds • Insuring E-Commerce Exposures • Ordinance & Law Coverage • PowerPoint Presentations • Business Interruption • Commercial Crime • Excluded or Included–Exclusions • Life, Health & Security

ACSR—Classroom, Textbook & Online

See description under “New CSRs.”

AAI Designation—Classroom, Textbook

Principles of Insurance • Personal Lines • Commercial Property • Commercial Liability GL & Auto • Specialized Commercial Lines • Principles of Agency Management • Agency/Company Relations • Agency Financial Management

Associate in Insurance Account Management Program—Classroom

This six part Best Practice program (one day per month) includes time management, customer service, business writing, dealing with difficult customers, and leadership.

AFIS Designation—Classroom

Overview of Farm and Property Liability • Agriculture Risk Management, Workers' Comp, Farm Auto and Crop Insurance • Miscellaneous Farm Property and Liability

CRIS Designation—Classroom

Specialized curriculum on insurance and risk management needs of construction projects and contractors. Commercial Liability • Contractual Risk Transfer • Commercial Auto • Surety • CIPS • Property Insurance • Workers Compensation

Associate in Insurance Production—Sales Training

This Best Practice program is 12 parts over a 12-month period. The activities learned and demonstrated are perfect for all individuals within the insurance industry—personal, commercial, benefits, life, health and retirement planners. Individual goals are set on day 2 and followed up for 12 months to ensure success. Monthly reporting of sales goals instills accountability. Mentoring and monitoring is done by IIAV staff with plenty of encouragement along the way.

www.iiav.com

