



2025 Sales & Leadership Conference

October 23 & 24, Hollywood Casino Hotel, Bangor

500 Main St., Bangor, ME 877.779.7771

PROGRAM GUIDE



YOU DON'T HAVE TO BE A YOUNG AGENT TO ATTEND - OPEN TO ALL





2025 Sales & Leadership Conference

October 23 & 24 – Hollywood Casino Hotel, Bangor, ME

SCHEDULE

Thursday, Oct 23

- 9:00am Registration Desk Opens
- 9:30am – 11:30am **Seminars** presented by Hartford Steam Boiler
Cyber Insurance – 1 CEC Maine
Miscellaneous Professional Liability – 1 CEC Maine
- 11:30am – 12:30pm Lunch provided for all seminar attendees
- 12:30pm – 2:15pm **You Are the Brand** with Mitchell Powers
- 2:30pm – 4:30 pm **Leadership Learning** with Dottie Chalmers Cutter
- 4:30pm – 5:30pm Happy Hour – *Purchase raffle tickets (Cash Only)*
- 5:30pm – 7:30pm Buffet Dinner, Awards & Raffle Baskets

Friday, Oct 24

- 7:45am – 8:30am Breakfast
- 8:30am - 11:30am Ethics Seminar – Presented by Dawn Halkyard, CPCU 3 CEC's Maine





2025 MIAA Partners

Pinnacle Partners



**Liberty
Mutual**
INSURANCE

Safeco
Insurance
A Liberty Mutual Company

MEMIC

Diamond Partners



MMG
INSURANCE
Promoting your peace of mind

**Patrons
Oxford**
INSURANCE
For all the things you value

Gold Partners

Acadia INSURANCE
A Liberty Mutual Company

acuity
INSURANCE GROUP



CONCORD GROUP
INSURANCE
A MEMBER OF THE AUTO-OWNERS ASSURANCE GROUP

FOREMOST
A Liberty Mutual Company

Johnston & Johnson

PROGRESSIVE

The Hanover
Insurance Group

PATRIOT
INSURANCE
COMPANY
A MEMBER OF THE AUTO-OWNERS ASSURANCE GROUP



RPS RISK
PLACEMENT
SERVICES

Safety Insurance
AUTO • HOME • BUSINESS

Silver Partners

A.I.M. Mutual Insurance Companies
The Andover Companies
Countryway Insurance
Eastern Alliance
MAPFRE Insurance
Ohio Mutual Insurance Group
Vermont Mutual Insurance Group

Bronze Partners

Bouchard Cleaning & Restoration
Capital Premium Financing
Colonial Adjustment powered by eberl
CRC Group
HawkSoft
Jencap Specialty Insurance Services
Main Street America Insurance
MarshBerry
New England Excess Exchange
North American Insurance Alliance Inc
Philadelphia Insurance Companies
Providence Mutual
RT Specialty
SERVPRO of Maine
S&H Underwriters
SIAA

THURSDAY, October 23rd, 2025

TIME/LOCATION	ACTIVITY
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9:00am

Hotel Hallway

Registration Desk Opens

9:30am – 11:30am

Lancaster Room

Cyber Insurance Coverages Seminar – *Approved for 1 CEC Maine*
Miscellaneous Professional Liability Seminar - *Approved for 1 CEC Maine*
Both of these 1 hour seminars are sponsored by **Hartford Steam Boiler**.

11:30pm – 12:30pm

EPIC Ballroom

Lunch

12:30pm – 2:15pm

Lancaster Room

Seminar with Mitchell Powers: You Are the Brand

In today's competitive market, people don't just buy insurance- they buy you. Your personal brand is what sets you apart. In this talk, we will break down how to build a brand that earns trust, attracts the RIGHT clients and keeps you top of mind. In this business, relationships are everything and your brand is the bridge.

2:30pm – 4:30pm

Lancaster Room

Building a Best Place to Work: Leadership Practices That Inspire Culture Change

What does it *really* take to become a Best Place to Work? Join Dottie Chalmers Cutter, 4th-generation owner and COO at Chalmers Insurance Group, for an engaging two-hour leadership workshop designed to help you foster a more connected, motivated, and high-performing workplace – no matter your current role.

Chalmers Insurance Group was nationally recognized as a *Best Place to Work in Insurance* by Business Insurance Magazine – first in **2021** and again in **2023**, ranking among the top employers in the industry nationwide. Dottie will share how her team achieved a 17-point increase in employee engagement over six years by focusing on leadership development, cultural transformation, and values-driven change. Whether you're already in a leadership position or looking to grow into one, this session offers tools to help you lead with impact, contribute more fully as a team member and build a stronger workplace culture.

What You'll Learn:

- Leadership practices that build trust and motivation, including two of her favorites, Ongoing Regard and Humble Inquiry
- How to transition from “manager as boss” to “manager as coach”
- Dottie's Top 10 Core Values and how they shape her leadership approach
- Strategies to contribute your best, whether you're leading a team or preparing to step into a leadership role

4:30pm – 5:30pm
EPIC Ballroom

Happy Hour - Purchase your raffle tickets to win a fun themed basket!
(Cash Only)

5:30pm – 7:30pm
Lancaster Room

Buffet Dinner, Presentation of Awards & Raffle Baskets

Awards: Company of the Year, Young Insurance Professional of the Year & Young Agent Committee Member of the Year, VISIT with the VENDORS & Raffle Baskets.

FRIDAY, October 24th, 2025

TIME/LOCATION

ACTIVITY

7:45am – 8:30am
Lancaster Room

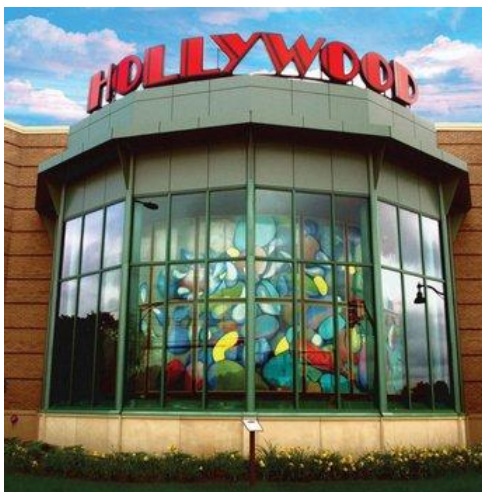
Breakfast

8:30am – 11:30am

Ethical Leadership with Dawn Halkyard, CPCU – Approved for 3 CECs Maine Course #29626
- What are Business Ethics?
- Benefits of Business Ethics
- Becoming an Ethical Leader
- Making Tough Decisions

THANK YOU TO OUR VENDORS!

VISIT with VENDORS – We will have punch cards for attendees – Visit with all the vendors and be entered to WIN one of 2, \$50 Gift Cards. They will be set up in the Lancaster Room. *Limited space for vendors – the first 9 registrations are IN!*



Overnight hotel rooms are available for a discount of \$129 – cut off is 10/3. Please use code **ESTATEOCT** when booking online (www.hollywoodcasinobangor.com) or when you call 207.974.3400

[Hollywood Casino Hotel](http://www.hollywoodcasinobangor.com), 500 Main St., Bangor, ME

October 23 & 24, 2025 | Hollywood Casino Hotel

Conference Presenters:



With over 32 years of dedicated service at HSB, **Bethann Savage** brings a wealth of experience, insight, and leadership to her role as Client Engagement and Education Manager, Lead. Throughout her career, she has been a driving force in building strong client relationships, delivering impactful education programs, and fostering a culture of continuous learning and engagement.

Rory Mellon, CPCU, is a Client Engagement and Education Manager (CEEM) at The Hartford Steam Boiler Inspection and Insurance Company. Rory began his career with HSB in 2021 and his roles have included specialty operations and client operations. In his current role as a CEEM, Rory provides marketing, training and education solutions for HSB customers throughout the U.S.



Mitchell Powers – Founder, Executive Producer, Powers Media House
Mitchell is the owner of Powers Media House, a production agency for businesses. He is a self-taught photographer/videographer who believes you can do anything you put your mind to. He has now been in business for 5 years starting from scratch and has learned through trial and error to build the company into what it is today. His goal in media is to make people feel comfortable with themselves in front of the camera, and confident enough to put themselves out there. All you have to be is yourself.



Dottie Chalmers Cutter – Chief Operating Officer, Chalmers Insurance Group
Dottie graduated from Bowdoin College in 2003 and began working at Chalmers Insurance Group in 2005. In 2018, Dottie, alongside her cousin Jim Chalmers, acquired the agency from their fathers. Dottie now manages the company's operations. Her psychology degree from Bowdoin College has translated into a passion for talent development, mentorship, and enhancing motivation and engagement in the workplace. She has shifted the agency's focus from traditional performance management to a development-oriented approach, advocating for a managerial style that emphasizes coaching over supervising. Dottie is a certified Leadership Coach and leads the Emerging Leaders Program at Chalmers. Dottie champions women in insurance, contributing to publications such as The Standard and "Be the Last Agent Standing." She holds leadership roles including serving on the Executive Committee of the Institute of Family-Owned Business in Maine as Past Chair, and she is the 2023 Leaders and Luminaries Award winner from Camden National Bank. As 1st Vice President of the Girl Scouts of Maine board, she contributes to board member recruitment and development.



Dawn Halkyard - HIRED

Dawn is a licensed property and casualty producer in Maine. She has worked in the insurance industry since 2006 and in 2018 started Halkyard Insurance Resources and Educational Development, LLC. She holds many industry related certificates as she loves discussing and studying insurance.

Dawn Halkyard CPCU, CPIA, ACSR, CIIP, CLP, DAE, CISR Elite

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Young Agent Info

The MIAA actively encourages young agents to participate in association affairs, recognizing that they are the insurance leaders of the future! Our commitment is evidenced by the fact that many past and present MIAA Board Members are Past Young Agent Committee members.

The purpose of the Maine Young Agents Committee is to encourage young agents to get involved with, and to be aware of, the Maine Insurance Agents Association objectives and goals. This involvement promotes and develops a source of new talent to operate within a training environment to develop the future leaders of the Maine Insurance Agents Association.

The Objectives of the Maine Young Agents Committee are:

- To perpetuate the support of MIAA
- To promote involvement in, and awareness of, local and state activities of the MIAA
- To develop leadership abilities of young agents in Maine
- To maintain an effective means of communication between the Young Agents of Maine and the MIAA Board of Directors
- To maintain an effective means of communication with other young agents in the state
- To conduct and maintain a financially self-supporting young agents committee
- To promote involvement in national activities of the IIABA, PIA and the National YAC Committee

Would you like to be a MEMBER of the Young Agents Group?

- Network statewide with other experienced professionals
- Gain knowledge in the insurance industry
- Email distribution list with information, articles, resources available to young agents
- Continuing education opportunities
- Participation in Charitable events
- No membership fee

ELIGIBILITY

The Young Agents Group is open to all young agents who are either:

- Under the age of 40
- In the industry less than 5 years

If you would like to be added to the email list for notification of Young Agent activities, events and conference OR you would like to be a member of the Young Agents Committee please email shannon@maineagents.net

2025 Young Agent Committee Members

Carissa Chipman, Chalmers Insurance Group, **CHAIRWOMAN**

Savannah Harriman, Tapley Insurance, **VICE CHAIRWOMAN**

Chairwoman Carissa Chipman, CLCS Chalmers Insurance - Gorham <i>TERM 1/1/2025-12/31/26</i>	Vice Chairwoman Savannah Harriman AAI Tapley Insurance Agency - York <i>TERM 1/1/27-12/31/28</i>	<i>Immediate Past Chairwoman</i> Meesha Luce, ACSR Allen Agency - Rockland
	Cameron Anderson, CPCU MMG Ins Co	Conor Sullivan, CPCU, WCP MEMIC - Portland
Jacob Sperber, CPCU Patrons Insurance - Portland	Jasmyn Rose, CPIA, ACSR Cheney Insurance - Damariscotta	Justice Whittaker, CISR J. Edward Knight Insurance
Kelly Pfeffer, AU, AINS Patriot Insurance - Yarmouth	Kyle Derosier, MBA Cross Insurance - Portland	Lucas Anderson FA Peabody Co - Westbrook
Mikaela Paradis, ACSR Rousseau Insurance - Biddeford	Melissa Jalbert Hanover Insurance - Portland	Michael Jamison Clark Insurance - Portland
Nick Esty, AINS, AIS Burns & Wilcox	Tanner Paladino Bilodeau Insurance - Lewiston	MIAA Liaison to YAC Shannon Gorman, AAI - Hallowell

MARK YOUR CALENDAR

2026

April 13 & 14 – MIAA Annual Convention, DoubleTree Hotel

July 27 – MIAA Agent/Company Golf Outing, Natanis Golf Course

NOTES

Takeaways from the Conference:

Important Contacts:

Things to do when I get back to the office:

Thank you for attending!

