



2018 Sales & Leadership Conference

November 8th & 9th, Hilton Garden Inn, Freeport

PROGRAM GUIDE & Registration

BE THE
FUTURE
OF THE INSURANCE INDUSTRY

CONNECT
with other young agents

network
WITH CARRIER AND
VENDOR PARTNERS

master the **art** *of*
LEADERSHIP

experience one-of-a-kind
learning opportunities

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





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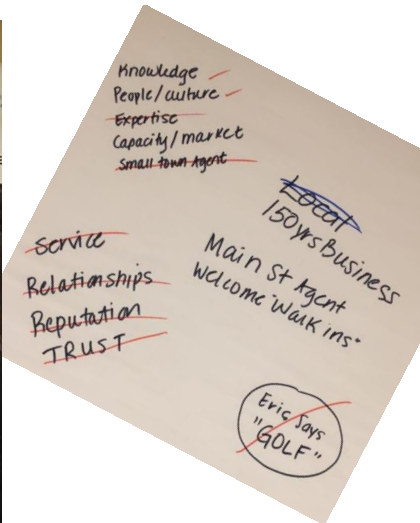
SCHEDULE

Thursday, Nov 8

- 9:15am Registration Desk Opens
- 10:00am – 3:00pm **E&O: Clarifying Exposures by Managing Expectations & Insurance Related Objections Workshop** with TalentRebellion
3 CEC's Pending Approval
- Noon – 1:00pm Lunch provided for seminar attendees
- 3:30pm – 4:30pm **Legends Panel;**
Featuring Royce Cross, Bob O'Brien, Mary Caswell & Sumner Weeks
- 4:30pm – 5:30pm Young Agent Partners Appreciation Cocktail Reception
- 5:30pm – 7:30pm **KEYNOTE** on Leadership by Michael Bourque, MEMIC, followed by Dinner and **Presentation of Awards**
- 8:00pm – Midnight **ON YOUR OWN**

Friday, Nov 9

- 8:45am Registration Desk Opens
- 8:45am – 9:30am **Vendor Appreciation Breakfast** - Visit with our VENDORS – Enjoy a Mimosa and win a chance at a VISA gift card!
- 9:30am – 12:30pm **Ethics Seminar** presented by Dawn Halkyard
3 CEC's Pending Approval (*this class will meet the Maine requirement for licensing*)



2018 Young Agent Partners

Diamond

ACADIA INSURANCE • CONCORD GROUP INSURANCE COMPANIES
GOSLINE INSURANCE GROUP • THE HANOVER INSURANCE GROUP
JOHNSON & JOHNSON • LIBERTY MUTUAL INSURANCE
MEMIC • MMG INSURANCE • PATRIOT INSURANCE •
PATRONS OXFORD INSURANCE • PROGRESSIVE • SAFECO INSURANCE
SAN GROUP • UNION MUTUAL
VERMONT MUTUAL INSURANCE GROUP • WEBER INSURANCE GROUP II

Platinum

Acuity
SCU

Gold

Cross Insurance • Eastern Alliance Insurance
National General Insurance • Ohio Mutual Insurance Group
Quaker Special Risk • Risk Placement Services
S&H Underwriters Inc.

Silver

Enterprise
Imperial PFS
MAPFRE Insurance
MetLife
New England Excess Exchange, LTD
NGM/The Main Street America Group
Providence Mutual
Safety Insurance
SERVPRO

Bronze

Bouchard Cleaning & Restoration Inc.
Colonial Adjustment Inc.
GHM Insurance
Green Mountain Agency, Inc.
Insurance Group of New England
Moody's Co-Worker Owned
North American Insurance Alliance
Philadelphia Insurance Companies

THURSDAY, November 8th, 2018

TIME/LOCATION	ACTIVITY
9:15am Ballroom Foyer	Registration Desk Opens
10:00am – 3:00pm Ballroom	Workshop with TalentRebellion - E&O: Clarifying Exposures by Managing Expectations & Insurance Related Objections Insurance can follow the rule of three...people know they need insurance, but they often do not understand exactly what needs to be covered. Sometimes they know what they want covered, but do not know how their policy will respond. Or they know they need insurance, they know what they want to cover, but they do not appreciate or understand the terms and conditions. We will develop a better understanding of the questions to ask, how to manage objections and how we can utilize empathy to create mutual expectations.
Noon – 1:00pm	Lunch with TalentRebellion
3:30pm – 4:30pm Town Hall ROOM	Legends Panel: The Young Agents have some great questions to ask our panelists about their experiences in the insurance industry. It will prove to be a highlight of the Conference – you won't want to miss this! Royce Cross – Cross Insurance Bob O'Brien – Noyes, Hall & Allen Mary Caswell – Patriot Insurance Sumner Weeks – retired – Andover Companies
4:30pm – 5:30pm Ballroom	Young Agents Partners Appreciation Cocktail Reception
5:30pm – 7:30pm Ballroom	Leadership Keynote by Michael Bourque, MEMIC followed by Dinner & the Presentation of Awards Awards: Company of the Year, Young Insurance Professional of the Year & Young Agent Committee Member of the Year
	 <p>Michael Bourque became The MEMIC Group's second President and CEO in the company's history in September 2017.</p> <p>Mike previously served under founding president John Leonard for more than two decades, culminating that time as Senior Vice President for External Affairs and corporate secretary for The MEMIC Group. In that role, Mike led the company's corporate marketing programs, including its advertising and public relations, outbound communications, as well as its government and community relations efforts.</p> <p>He oversaw corporate marketing efforts that helped drive the growth of The MEMIC Group from a single state workers' compensation carrier to a super-regional specialist with policyholders across the country. His efforts helped to position the company as a leader in workplace safety in the insurance industry.</p> <p>Mike is a graduate of the University of Maine with a bachelor's degree in Journalism. He is Accredited in Public Relations (APR) by the Public Relations Society of America and an accredited Workers' Compensation Professional (WCP) as recognized by AMCOMP. He is also a graduate of the Maine Development Foundation's Leadership Maine program. In 2004, he was named winner of the Edward L. Bernays Award, the top honor from the Maine Public Relations Council for career achievement in public relations. In 2016, he was awarded the 2016 Southern Maine Community Leadership Award by DayOne.</p>
8:00pm – Midnight	ON YOUR OWN

FRIDAY, November 9th, 2018

<u>TIME/LOCATION</u>	<u>ACTIVITY</u>
8:45am Ballroom Foyer	Registration Desk Opens
8:45am – 9:30am Ballroom	Vendor Appreciation Breakfast with Mimosa's & Prizes Visit with our awesome vendors, get your Vendor Card hole punched, sign up to win prizes & enjoy a full breakfast buffet!
9:30 – 12:30pm Ballroom	Ethics Seminar with Dawn Halkyard Ethically Speaking - 3 CEC's Pending Approval A brand new Ethics course that will include case studies! This class will meet the Ethics requirement for Maine State Producer Licensing.



Post your Photos at #YACMAINE



Freeport Hilton Garden Inn FLOOR PLAN



Post your Photos at #YACMAINE



NOTES

Take-aways from the Conference:

Important Contacts:

Things to do when I get back to the office:

MARK YOUR CALENDAR

2019

April 29 & 30 – MIAA Annual Convention, DoubleTree Hotel

July 29 – MIAA Agent/Company Golf Outing, Natanis Golf Course

Maine Insurance Agents Association
www.maineagents.net
17 Carriage Lane, Hallowell, ME 04347
207.623.1875 | 1.800.439.1875 | FAX 207.626.0275

2018-19 Young Agent Committee Members

Ashley Rosborough, CIC, ACSR, JT Rosborough, **CHAIR**

Ashley Purington, Gosline Insurance Group, **VICE CHAIR**

Tanya Gosselin, Tapley Ins Agency, Immediate Past Chair

Shannon Gorman, AAI, CRIS, MIAA Liaison

Craig Blackwell, Blackwell Insurance Agency

Meesha Bodman, ACSR, Allen Insurance

Shae-Li Fendler, CPCU, MEMIC

Devin Fitzpatrick, CIC, CCLP, All Points Insurance

Dana Iannillo, Foremost Insurance

Brian Jensen, Cross Insurance

Rebecca Knotek, AINS, CPCU, Acadia Insurance

Reilly Kons, CIC, GHM Agency

Matt LeBlanc, AU, Philadelphia Insurance Companies

Nathan Maclure, IAAI-FIT, Safeco Insurance

Jeff Martin, SCU – CRC Group

Steve Montecalvo, Patrons Oxford Ins Co

James Oberg, CPCU, Oberg Insurance

Lexi Richardson, Chalmers Ins Agency

Savannah Tapley, AAI, Tapley Ins Agency

Erinn Tardiff, WCP, United Insurance

Jaime Taylor, AU, AINS, Liberty Mutual Ins

Jesus Zubiarte, The Hanover Insurance Group

Post your Photos at #YACMAINE



Young Agents are the emerging leaders of tomorrow's insurance industry!

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 several past and present MIAA Board of Directors, are Past Chairmen of the Young Agents Committee.

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, or
- In the industry less than 15 years

___ I would like to be a member of the group (notified of events, newsletters & more)

___ I am also interested in joining the Young Agent Committee as openings arise

Name: _____

Job Title: _____

Designations: _____

Email: _____

Company: _____

Address: _____

Work Phone: _____

Cell Phone: _____

Birth Year: _____ Yrs in Industry: _____

Return to Shannon Gorman:

Email: Shannon@maineagents.net FAX 207.626.0275

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Workshop Presenters:



About TalentRebellion

TalentRebellion is a group that gets excited about helping organizations to move forward. We focus on outcome-based strategies that help businesses and individuals to think differently about their path to sustainable achievement.

We get excited about the little things - like helping people to make their team as successful as possible. There is nothing better than building relationships with business leaders, individual contributors and teams who seek continuous improvement. We seek innovative ways to deliver experiential learning that is anchored in humor, fun and energetic group interaction.

Kevin D. Desmond

With nearly 25 years of experience in the insurance and financial services industry, with companies like Chubb & Son, Farmers Insurance and Reliance National, Kevin can leverage his deep business experience in strategic marketing, sales execution, accelerated manager development and productive conflict to help teams to develop a common language that empowers collaborative success.

Working with clients to define success within their organization and making that vision a reality evokes Kevin's passion for learning and development.

Tom Tiberia

Working with industry leading companies like Chubb & Son, J Crew Corporate, and Bloomberg to improve their results through learning initiatives is a passion that Tom has embraced for nearly three decades. Without regard for specific industry sectors, Tom firmly believes that continuous and consistent employee development contributes directly to organizational success.

ETHICS COURSE PRESENTER

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



Dawn has been in the insurance industry for 12 years, on the independent agency side. She has worked as a licensed agent in both personal and commercial lines as well as served as supervisor for a branch office. Dawn has been very involved with her Maine Chapter of the International Association of Insurance Professionals. She is currently serving her second term as Maine Membership Chair and stays very involved in her local association by chairing and serving on committees.

Through her time in the Industry, she has always been very involved with education. She feels knowledge is the best tool an agent can have for their clients. She has earned her ACSR, CIIP, CLP, DAE, CISR designations. She most recently completed her CPCU designation and is currently working towards completion of the CISR Elite and the ARM designation as well. She holds her producer license for Casualty, Health, Life, and Property.

She taught her first class during an event for ME IAIP and realized it was something she wanted to spend more time doing. With that passion in mind, she has started her own business for providing industry resources to both those who work in the insurance industry and the clients who purchase coverage. She is excited to go on this new venture and see where in the industry it takes her.

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Hotel reservations must be made directly with the [Freeport Hilton Garden](#), 207.865.1433

Maine Insurance Agents Room Block: \$129/night Hotel Cut-Off Date: 10/15

Conference Registration - Register securely on-line at www.maineagents.net

Or complete one form per person Check your option below

PLEASE help us report accurate numbers by checking all that you WILL be present for. thx	Early Bird if Mailed by 10/19/18	Mailed After 10/19/18
Complete Registration <input type="checkbox"/> Please check all that you will attend on Thursday & Friday <input type="checkbox"/> TALENTREBELLION Workshop incl lunch <input type="checkbox"/> Legends Panel <input type="checkbox"/> Cocktails/Keynote/Dinner/Awards <input type="checkbox"/> Breakfast/Mimosas <input type="checkbox"/> Ethics Seminar	\$150	\$175
Spouse Registration	\$60	\$75
Thursday Only <input type="checkbox"/> Please check all that you will attend on Thurs <input type="checkbox"/> TALENTREBELLION Workshop incl lunch <input type="checkbox"/> Legends Panel <input type="checkbox"/> Cocktails/Keynote/Dinner/Awards	\$140	\$165
Friday Only <input type="checkbox"/> Please check all that you will attend on Fri <input type="checkbox"/> Breakfast/Mimosas <input type="checkbox"/> Ethics Seminar	\$75	\$100
VENDOR Booth – 1 Free Registration	\$200	\$250

Name: _____ Spouse/Guest: _____

Agency/Company: _____

VENDOR? YES Vendor space is first come; Table will be available for set-up Wed eve 10/18 6pm. One FREE registration for 2 day conference. You will receive confirmation of booth space.

Address: _____

City/State/Zip: _____

Phone: _____

If you would like a confirmation sent to you, please provide email: _____

Our check made payable to MIAA is enclosed for \$ _____

Please bill our Visa Mastercard Discover Exp. Date: _____ Amount to be charged: \$ _____

Name on Credit Card: _____

Credit Card Number: _____

Billing Address: _____ CVV 3 digit # on back of card _____

If paying by Credit Card, for security reasons please use our secure website or Snail Mail/FAX this form to

Maine Insurance Agents Association /17 Carriage Lane, Hallowell, ME 04347 FAX 207.626.0275

PH. 207-623-1875 CANCELTION POLICY: Full refund if cancellation is received by 10/15/18

NO refunds after November 1st, 2018