



**AGENCY MANAGEMENT INSTITUTE / SEPTEMBER 22-25, 2010**

20 WI CE Credits (4 of 20 are Ethics)  
 New Course # 62503 effective 10/14/09  
 Utica Approved for Premium Discount

**The Plaza Hotel & Suites – Eau Claire, WI**  
 1202 W. Clairemont Ave., Eau Claire, WI 54701  
 \$78 PIA Room Rate through 9/9/10 715-834-3181

**[CIC Page & Registration Options](#)**

WEDESDAY, SEPTEMBER 22

12:00 - 1:00 p.m.

REGISTRATION

1:00 - 5:15 p.m.

section 1

AGENCY AS AN ORGANIZATION

Becky Lathrop, CIC  
 Optimum Performance Solutions, LLC  
 Lake Worth, FL

5:15 - 5:30 p.m.

EXAM BRIEFING

THURSDAY, SEPTEMBER 23

7:30 - 8:00 a.m.

CONTINENTAL BREAKFAST

8:00 – 12:00 p.m.

section 2

MANAGING & SUSTAINING FINANCIAL STRENGTH

Becky Lathrop, CIC

12:00 - 1:00 p.m.

LUNCH - on your own

1:00 - 5:00 p.m.

section 3

AGENCY PRODUCTIVITY AND EFFECTIVENESS

Bruce McCreddie, CIC, AAI, CPIA  
 McCreddie & Associates, Inc.  
 Lithia, FL

FRIDAY, SEPTEMBER 24

7:30 - 8:00 a.m.

CONTINENTAL BREAKFAST

8:00 - 12:00 p.m.

section 4

HUMAN RESOURCES

Bruce McCreddie, CIC, AAI, CPIA

12:00 - 1:00 p.m.

LUNCH - on your own

1:00 - 5:00 p.m.

section 5

LEGAL & ETHICAL RESPONSIBILITIES

John Dismukes Jr., CIC, CPCU, AAI  
 Dismukes Training & Consulting  
 Tulsa, OK

SATURDAY, SEPTEMBER 25

7:30 - 8:00 a.m.

CONTINENTAL BREAKFAST & INDIVIDUAL STUDY

8:00 - 10:00 a.m.

AGENCY MANAGEMENT EXAM (optional)