

Education On-Line

THE NEW EMPLOYEE SERIES

Give your rookies the training they need to succeed!

If you have a new employee or are planning a new hire, these courses are for you! This faculty guided program is designed for unlicensed employees with less than 12 months experience in the agency. Your employees log on to the course via the computer each week to get the training they need. There's no travel, no interruption to daily agency activity and, most importantly, no time out of the office!



Also available: Coverage Basics for the Rookie (register at www.piaaw.org)

New Agency Employee Orientation

In this 7 week course, students will learn how to:

- the big picture of insurance
- industry terms and key concepts
- how the agency delivers service to customers
- the importance of E&O prevention techniques

Delivering Quality Service (to the Customer and your Employer)

In this 6 week course, students will learn how to:

- develop relationships through active listening
- take ownership of the customer's problem
- speak positively in negative situations
- help confused or irate customers
- clarify expectations and confirm work plans
- minimize E&O risk

How do these on-line courses work?

Students will follow this pattern each week of the course:

- #1 Read a chapter of the textbook and/or an e-lecture.
- #2 Perform at least one activity in the week, using the agency as a learning lab. The activities send you into the agency as a proactive learner, observing procedures and asking questions.
- #3 Post your observations about the activity.
- #4 Participate in a discussion question weekly with classmates and the facilitator.
- #5 Take occasional quizzes & a final exam.

Time on-line: Approximately 1 hr weekly. Work can be completed off-line, then pasted in on-line.

Time to complete the course: 3 hrs weekly on average.

A course confirmation and login instructions will be faxed directly to the student. Course Text will be shipped via UPS during orientation week.

Course Schedule & Fees

New Employee Orientation	Delivering Quality Service
9/20/10 - 11/5/10	9/20/10 – 10/29/10
10/18/10 - 12/3/10	2/21/11 – 4/1/11
11/15/10 – 1/31/11	6/20/11 – 7/29/11
1/17/11 – 3/4/11	10/17/11 – 11/25/11
2/21 /11 – 4/8/11	

\$235 PIA member/\$285 non-member

Orientation takes place the week prior to class.
It is a one-time requirement for first time MERG participants.
It takes a maximum of one hour and is designed to teach you how to find the class, participate in it fully, and communicate efficiently with your instructor and classmates.

Registration – Mail or Fax to:

PIA of Wisconsin, 6401 Odana Rd., Madison, WI 53719
Fax: 608-274-8195

Name: _____

E-Mail: _____

Fax: _____

Phone: _____

Agency: _____

Street Address: _____

City/State/Zip: _____

My check is enclosed – Payable to PIA

Please charge the course to my credit card MC VISA

Card #: _____

Exp Date: _____ Total: _____

Circle desired course(s) & date(s) on the Schedule and Fees chart above.

ATTENTION SUPERVISORS!

Progress reports are posted weekly. Ask student for ID code.