



PROGRAM SCHEDULE

DAY	DATE	TIME	TITLE	CEs	INSTRUCTOR
Thursday	November 3, 2011	8:00 am	Registration		
		9:00 am – 5:00 pm	P&C Licensing Program – Day 1	0	Marshall Katz
		9:00 am – 5:00 pm	4 Things You Need to Know (and be able to explain) About the CGL Policy, BAP and WC	7	Irene Morrill
		9:00 am – 5:00 pm	Homeowners A-Z...All You Need To Know	7	Robin Federici
		9:00 am – 4:00 pm	E&O 2011	6	Mike D'Orlando
		9:00 am – 5:00 pm	Social Media Training Camp	0	Palmer Reuther
		9:00 am – 12:00 pm	How to Help your CSRs Act More Like Producers Without Freaking Them Out	0	Sheldon Snodgrass
		12:30 pm – 1:30 pm	Lunch in the Atrium		
		1:00 pm – 4:00 pm	How a New Producer Can Parlay a Service Mindset to Write More Business and Become a Mini-Marketing Machine	0	Sheldon Snodgrass
		5:00 pm – 6:00 pm	Plymouth Rock's YAC Reception		
Friday	November 4, 2011	7:00 am	Registration		
		7:30 am – 9:00 am	Utica's Continental Breakfast in the Atrium		
		8:00 am – 1:00 pm	TRADE SHOW IS OPEN on the 3rd & 4th Floors!		
		8:30 am – 5:00 pm	Personal Insurance Professional "PIP" Certification –Day 1	7	Kathy Silvia
		9:00 am – 1:00 pm	P&C Licensing Program – Day 2	0	Marshall Katz
		9:00 am – 12:00 pm	Understanding Cyber Risk & Data Breach	2	Judith Durst
		9:00 am – 12:00 pm	HO-91 v. HO-2000 v. HO-2011	3	Irene Morrill
		9:00 am – 10:30 am	MAIA's State Annual Meeting		
		9:00 am – 10:00 am	Not a Slippery Slope – Snow and Ice accidents in the wake of Papadopoulos v. Target Corp.	1	Timothy Kenneally
		9:00 am – 10:00 am	Commercial Umbrella vs. Excess Policies – So Many Confusing Choices!	1	Robin Federici
		9:00 am – 10:00 am	How Does the Business Auto Policy Deal with Autos Not Owned by the Business?	1	Mike D'Orlando
		9:00 am – 10:00 am	Controlling your Book of Business through Strategic Operational Processes	1	Chris Sullivan
		9:30 am – 5:30 pm	Risk Management Hands-On Journey	6	Bruce Thomas
		9:30 am – 11:30 am	MA/RI Applied User's Group		
		10:15 am –11:45 am	Producers - How to find them, pay them, and what they should be doing	0	Tom McGraw
		10:15 am –11:15 am	Liquor Liability – Mixing Drinks Can Create an Agent's E&O Nightmare!	1	Robin Federici
		10:15 am –11:15 am	Preventative Strategies: Techniques And Tips For Documentation in the Employment Relationship	1	Christopher Campbell
		10:15 am –11:15 am	CSR/Account Manager Survival in a Tough Economic Environment	0	Chris Sullivan
		11:00 am 12:30 pm	Bloody Mary Cocktail Reception – in 4 th Floor Trade Fair		
		11:30 am –12:30 pm	Using Social Media to Grow Your Business	0	Social Media Panelists
		11:30 am –12:30 pm	Electronic Data Liability – It's not all Bits, Bites, Strokes and Backlashes!	1	Robin Federici
		11:30 am –12:30 pm	Claims Made Policies	1	Mike D'Orlando
		11:30 am –12:30 pm	What's New at The Fair Plan	1	Joe Tragno
		12:15 pm –12:45 pm	Flood Zones Simplified with Pictometry Online	0	Jeremy Onyan
		1:00 pm – 2:15 pm	Arbella's Gourmet Luncheon with Lt. Governor Tim Murray		
		2:30 pm – 5:30 pm	E&O Hot Spots – 2011 and Beyond...	3	Curt Pearsall
		2:30 pm – 4:30 pm	Boston Software's User Group		
		2:30 pm – 4:00 pm	Insurance Agency Mergers and Acquisitions - Current Events and Nuts & Bolts	0	David Baskt
		2:30 pm – 3:30 pm	Longshore and Harbor Workers Compensation Act – Is This Law Making You Sea Sick?	1	Robin Federici
		2:30 pm – 3:30 pm	New Twist on Auto Rental & Loaner Vehicles	1	Irene Morrill
		2:30 pm – 3:30 pm	Managing Conflict - Among Employees, with Carriers, with Customers	0	Jen Decker
		2:30 pm – 3:30 pm	Importance of Standardized Workstation Setup, Time Management Skills and Strategic Planning	0	Chris Sullivan
		2:30 pm – 3:30 pm	Intuition as an Essential Business Skill (or How to Become a Business Visionary)	0	Jeanne Mayell
2:30 pm – 3:30 pm	How to Cross Sell from your Commercial Lines Book to Personal Lines in a 90-Day Sprint	1	Sheldon Snodgrass		
3:45 pm – 4:45 pm	Difficult Conversations: When There's Business in the Family and Family in the Business	0	Jen Decker		
3:45 pm – 4:45 pm	Coverage for Dummies?	1	Robin Federici		



PROGRAM SCHEDULE

Friday November 4, 2011					
	3:45 pm – 4:45 pm	Consumer Agents Portal (CAP) Presentation	0	Tom Minkler	
	3:45 pm – 4:45 pm	Controlling your Book of Business through Strategic Operational Processes	1	Chris Sullivan	
	3:45 pm – 4:45 pm	Serving the Modern Consumer	0	Tim Sawyer	
	3:45 pm – 4:45 pm	Back by Popular Demand,...How To Turn Your Service Mindset Into a Sales Accelerator	0	Sheldon Snodgrass	
	4:45 pm – 6:00 pm	Boston Software's T.G.I.F. Reception			
Saturday November 5, 2011					
	7:30 am	Registration			
	8:00 am – 9:30 am	Utica's Continental Breakfast in the Atrium			
	9:00 am – 5:00 pm	Personal Insurance Professional "PIP" Certification – Day 2	7	Kathy Silvia	
	9:00 am – 2:00 pm	TRADE SHOW IS OPEN on the 3rd & 4th Floors!			
	9:00 am – 12:00 pm	E&O Hot Spots – 2011 and Beyond...	3	Curt Pearsall	
	9:00 am – 12:00 pm	Selling Flood Coverage...you need this course in order to keep selling it (NFIP rules)	2	Marshall Katz	
	9:00 am – 10:00 am	What's New at The Fair Plan	1	Joe Tragno	
	9:15 am – 10:15 am	Plate v. Policy Type ... And What You Need to Know About the Competition	1	Donna McKenna	
	9:15 am – 10:15 am	Vacancy – The New "four-letter" Word for Commercial Landlords!	1	Robin Federici	
	9:15 am – 10:15 am	Are You As Smart As A New Recruit? MAP Questions	1	Irene Morrill	
	9:15 am – 10:15 am	Commercial Property Issues #1: Time Element Insurance	1	Mike D'Orlando	
	9:45 am – 10:45 am	Establishing Your Value in the Workplace	0	Gail Hernandez	
	10:00 am – 12:00 pm	Special Agent User's Group			
	10:30 am – 12:00 pm	E&O Mock Trial	1	Scott Burke	
	10:30 am – 11:30 am	Commercial Property Issues #2: Some Points to Ponder	1	Mike D'Orlando	
	11:00 am – 12:00 pm	Registration v. Coverage Effective Date	1	Donna McKenna	
	11:00 am – 12:00 pm	Everyone Wants To Get Into The Act - Additional Insured	1	Robin Federici	
	11:00 am – 12:00 pm	Are You As Smart As A New Recruit? HO Questions	1	Irene Morrill	
	11:00 am – 12:00 pm	What the Heck is Google Plus?	0	Brian Murphy	
	11:45 am – 12:45 pm	Commercial Property Issues #3: Coinsurance	1	Mike D'Orlando	
	11:45 am – 1:00 pm	Arbella's Lunch on the Run			
	12:15 pm – 12:45 pm	Flood Zones Simplified with Pictometry Online	0	Jeremy Onyan	
	12:30 pm – 4:30 pm	P&C Licensing Program – Day 3	0	Marshall Katz	
	1:00 pm – 2:00 pm	Tenants and Landlords...A match made in?!?!?	1	Mike D'Orlando	
	1:30 pm – 2:30 pm	The BAP Symbol 19 and Newly Acquired Autos - It's A Question of Symbols!	1	Robin Federici	
	1:30 pm – 2:30 pm	Wordpress Basics – Is this much power legal?	0	Brian Murphy	
	2:00 pm – 3:00 pm	Who's Selling What?	1	Donna McKenna	
	2:00 pm – 3:00 pm	Are You As Smart As A New Recruit? Misc. Personal Lines	1	Irene Morrill	
	2:00 pm – 3:00 pm	Dwelling Policy (DP3) vs Homeowners Policy (HO3) – What's the difference in policy forms?	1	Charlene Cabral	
	2:00 pm – 3:00 pm	Consumer Agents Portal (CAP) Presentation	0	Tom Minkler	
	2:15 pm – 3:15 pm	How to Cross Sell from your Commercial Lines Book to Personal Lines in a 90-Day Sprint	1	Sheldon Snodgrass	
	2:45 pm – 4:30 pm	Romance: Find It, Improve It and Love It!	0	Christine Conway	
	2:45 pm – 4:30 pm	Increase Your Intuition by Learning Tarot with a Master Psychic	0	Jeanne Mayell	
	2:45 pm – 4:30 pm	Listening: The Secret for Getting What You Want from the People Around You	0	Jen Decker	
	3:00 pm – 4:30 pm	Central Insurance Companies' CIC, CISR, CRM & CSRM Conferment and Reception			
	3:15 pm – 4:15 pm	The Homeowner's Policy + Renting Watercraft =?	1	Robin Federici	
	3:15 pm – 4:15 pm	Understand the HO3 vs. DP3? Let's Look Closer at the DP3 Perils and Exclusions	1	Charlene Cabral	
	3:15 pm – 4:15 pm	Is It Commercial?	1	Donna McKenna	
	3:15 pm – 4:15 pm	Are You As Smart As A New Recruit? Commercial Auto Issues	1	Irene Morrill	
	3:30 pm – 4:30 pm	Back by Popular Demand,...How To Turn Your Service Mindset Into a Sales Accelerator	0	Sheldon Snodgrass	
	4:30 pm – 6:00 pm	The SAFETY Zone – "Aloha" Evening Reception			
Sunday November 6, 2011					
	8:00 am	Registration			
	8:00 am – 9:30 am	Breakfast			
	9:30 am – 12:30 pm	GAME DAY!	3	Game Day Enthusiasts	
	12:30 pm	Lunch-to-GO			