



Massachusetts Association of Insurance Agents Annual Convention & Trade Show

October, 27, 28, 29, 30, 2016

at the Marriott Hotel, Copley Place | Boston, MA

Program Schedule At-A-Glance

Sponsored by



Liberty Mutual

DAY	DATE	SESSION	CEs	ROOM	INSTRUCTOR
Thursday, Oct 27, 2016 – Registration Opens at 8:00 am on the 3rd Floor of the Marriott Hotel, Copley Place					
	9:00 – 5:00	Nitty Gritty on the Big "Three" Commercial Policies	7	Harvard Room	Irene Morrill
	9:00 – 5:00	Come Explore and Find the Risks as we relate them to the various policies!	7	Northeastern Room	Charlene Cabral
	9:00 – 5:00	E&O 2016	7	Regis Room	Kathy Silvia
	9:00 – 5:00	HO Ins & Outs (and Ups & Downs)	7	Brandeis Room	Robin Federici
	10:00 – 5:00	State Mandated Training: Flood Insurance (10:00-1:00) & Ethics (2:00-5:00)	6	Simmons Room	Marshall Katz
	10:00 – 5:00	CPIA 1: Position for Success	4	MIT Room	Bruce Thomas
	12:00 – 1:30	Lunch in the Atrium		3 rd Floor Atrium	
	3:00 – 4:30	Young Agents Host: Insurance Careers (A New Kind of Job Fair)	0	Tufts Room	Paul Ostrander
	4:30 – 6:00	Young Agents Welcome Reception		St. Botolph's - 2 nd Floor	
Friday, Oct 28, 2016 – Registration Opens at 7:00 am on the 3rd Floor of the Marriott Hotel, Copley Place					
	7:30 – 9:00	Utica's Continental Breakfast in the Atrium		3 rd Floor Atrium	
	8:45 – 11:45	Practical E&O: Common Issues and Effective Strategies	3	St. Botolph's - 2 nd Floor	Robert Powers, Esq.
	8:45 – 4:45	Personal Insurance Professional (PIP), Day 1 (Part of CPPL Designation)	7	Tufts Room	Kathy Silvia
	8:45 – 4:30	P&C Licensing Program – Day 1	0	Wellesley Room	Mike D'Orlando
	9:00 – 4:00	CPIA 2: Implement for Success	6	MIT Room	Bruce Thomas
	9:00 – 4:00	Understanding the Businessowners Policy, Day 1(Part of CCLP Designation)	6	Falmouth Room	Marshall Katz
	9:00 – 1:00	TRADE SHOW IS OPEN!			
	9:00 – 10:00	Explore Real Live Auto Claims Exposures - Where is the coverage?	1	Brandeis Room	Charlene Cabral
	9:00 – 10:00	Insuring the Garage Risk Through the BAP	1	Harvard Room	Irene Morrill
	9:00 – 10:00	The Homeowner's Policy + the Treatment of Watercraft	1	Northeastern Room	Robin Federici
	9:15 – 10:45	Double Your New Business Without Cold Calling	0	Suffolk Room	Charlie Anderson
	9:30 – 11:15	Accountability: Setting Goals and not Just for your Producers	1	Regis Room	Brandie Hinen
	9:30 – 11:15	Mergers & Acquisitions – One Type of Buyer Does Not Fit All	0	Simmons Room	Everett Shaw Tom McGraw
	10:15 – 11:15	So, What's Going on with Social Media Business Opportunities (PL Policies)	1	Harvard Room	Irene Morrill
	10:15 – 11:15	"Where You Reside" the Hidden HO Exclusion We All Need to Understand!	1	Northeastern Room	Robin Federici
	10:15 – 11:15	Explore Real Live Commercial Property Claims	1	Brandeis Room	Charlene Cabral
	11:30 – 12:30	MAIA's State Annual Meeting	0	Suffolk Room	Board of Directors
	12:00 – 1:00	Bloody Mary Cocktail Reception in the Trade Fair			
	1:00 – 2:10	Arbella's Gourmet Luncheon - A Tribute to Frank Mancini, Esq.		Salons E – 4 th Floor	
	2:15 – 4:00	TRADE SHOW RE-OPENS!			
	2:30 – 4:30	Sell the SHIFT and Boost Your Submit to Bind	0	Brandeis Room	Charlie Anderson
	2:30 – 3:30	BAP v. MAP ...If you have the choice ...which is better?	1	Harvard Room	Irene Morrill
	2:30 – 3:30	Homeowners – Volatile Topics: "Liquor & Divorce"	1	Northeastern Room	Robin Federici
	2:30 – 3:30	Deeper Dive - More Commercial Property Claims	1	Simmons Room	Charlene Cabral
	2:30 – 3:30	The Social Media Marketing Experience - Beginner	0	St. Botolph's - 2 nd Floor	Chris Paradiso
	2:30 – 4:30	Become Invisible to Lawsuits, Save Thousands in Taxes, and Successfully Pass Assets to Heirs	0	Suffolk Room	Larry Oxenham
	2:30 – 4:30	Values Vision Purpose Passion Influence	0	Regis Room	Brandie Hinen
	3:45 – 4:45	Explore Real Live Commercial General Liability Claims	1	Simmons Room	Charlene Cabral
	3:45 – 4:45	Personal Condo Policies and Master Policy Deductibles ...one more time!	1	Harvard Room	Irene Morrill
	3:45 – 4:45	Who is a "Resident Relative" & When Are They Covered?	1	Northeastern Room	Robin Federici
	3:45 – 4:45	The Social Media Marketing Experience - Advanced	0	St. Botolph's - 2 nd Floor	Chris Paradiso
	4:15 – 5:45	Boston Software's T.G.I.F. Reception		3 rd Floor Atrium	
	8:00 - 10:00	Agents' Hospitality Reception hosted by AmWINS		Champions - 2 nd Floor	
Saturday, Oct 29, 2016 – Registration Opens at 7:30 am on the 3rd Floor of the Marriott Hotel, Copley Place					
	8:00 – 4:30	P&C Licensing Program – Day 2	0	Wellesley Room	Mike D'Orlando
	8:00 – 9:30	Utica's Continental Breakfast in the Atrium		3 rd Floor Atrium	
	9:00 – 2:00	Whole Person, Whole Employee (Part of MAIA's CPPL Designation)	0	Hyannis Room- 4 th Floor	Kathryn McGlynn
	9:00 – 4:30	Personal Insurance Professional (PIP), Day 2 (Part of CPPL Designation)	7	Tufts Room	Kathy Silvia
	9:00 – 12:00	Practical E&O: Common Issues and Effective Strategies	3	St. Botolph's - 2 nd Floor	Robert Powers, Esq.
	9:00 – 10:00	You Asked, We Answered 2016	1	Orleans Room- 4 th Floor	Donna McKenna
	9:00 – 10:00	Dealing with and Managing Difficult Personalities I	1	Brandeis Room	Brandie Hinen



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9:00 – 10:00	Explore Real Live Homeowners Claims Exposures	1	Harvard Room	Charlene Cabral
9:00 – 10:00	Importance of Understanding Innovative Behavioral Sales Skills Versus Traditional Programed Sales Skills ...	1	MIT Room	Christine Sullivan
9:00 – 10:00	D&O – More than Just a "For Profit" Coverage?	1	Northeastern Room	Robin Federici
9:00 – 10:00	BAP/CGL/ME..What's the Scoop..Who does What to Whom	1	Regis Room	Irene Morrill
9:15 – 10:15	How to Naturally Heal Your Pain - A 3 pronged integrative approach	0	Suffolk Room	Dr. Christian Carroll
9:15 – 4:15	Understanding the Businessowners Policy, Day 2 (Part of CCLP Designation)	6	Falmouth Room 4 th Floor	Marshall Katz
9:15 – 4:15	CPIA 3: Sustain for Success	5	Simmons Room	Bruce Thomas
9:30 – 2:00	TRADE SHOW IS OPEN!			
10:15 – 12:15	New Business Development for Today	0	Brandeis Room	Brandie Hinen
10:15 – 11:15	What Kind of Plate, What Kind of Policy and What is the Competition Doing?	1	Orleans Room- 4 th Floor	Donna McKenna
10:15 – 11:15	Deeper Dive - Into More Homeowner Claims	1	Harvard Room	Charlene Cabral
10:15 – 11:15	Discover the Innovative Solutions and Dynamics of Upselling / Cross-Selling that will take your book of business to its next level.	1	MIT Room	Christine Sullivan
10:15 – 11:15	Vacancy – A "Scary" Word for Commercial Insureds!	1	Northeastern Room	Robin Federici
10:15 – 11:15	Auto rental and the MAP ...for those of you NOT sick of this subject – the who-what-where and when of it all	1	Regis Room	Irene Morrill
10:30 – 12:30	Somebody Hacked the Wizard – A Data Breach at the Emerald City Insurance Agency (An E&O Mock Trial)	2	Suffolk Room	Steve Bolotin
10:30 – 11:00	CCLP Graduation Ceremony	0	VP Suit	
11:30 – 12:30	Explore Real Live Dwelling Fire Claims Exposures	1	Harvard Room	Charlene Cabral
11:30 – 12:30	Winning Referral Opportunities & Developing Stronger Client Relationships – Creating Continual Win/Win Situations for Your Clients & Your New Prospects	0	MIT Room	Christine Sullivan
11:30 – 12:30	Coinsurance - Enough Said!	1	Northeastern Room	Robin Federici
11:30 – 12:30	Insuring Habitational Exposures - Part 1	1	Orleans Room- 4 th Floor	John Collins Sarah Gould
11:30 – 12:30	How to Hack Your Body and Mind for Getting The Most Out of Your Life	0	Regis Room	Dr. Christian Carroll
11:30 – 12:30	CPPL Graduation Ceremony	0	VP Suite	
12:00 – 1:30	Arbella's Lunch on the Run	0	3 rd Floor Atrium	
12:45 – 1:45	The Power of Emotional Intelligence	0	Brandeis Room	Brandie Hinen
12:45 – 1:45	Whatcha Think? Covered or Not – Commercial Liability Issues	1	MIT Room	Irene Morrill
12:45 – 1:45	Commercial Auto - Insurance, Registration and Compliance Issues	1	Harvard Room	Donna McKenna
12:45 – 1:45	Laughter Yoga	0	Northeastern Room	Christine Royer
12:45 – 1:45	Insuring Habitational Exposures - Part 2	1	Regis Room	John Collins Sarah Gould
1:00 – 2:30	Special Agent Group	0	St. Botolph's - 2 nd Floor	Chris Baker
1:00 – 3:00	Cyber Liability & Data Compromise Coverage	2	Orleans Room- 4 th Floor	Laidis Derosier
2:00 – 3:00	Explore Real Live Business Auto Claims Exposures	1	Brandeis Room	Charlene Cabral
2:00 – 3:00	Your Access to Registry Information: Why You Have It and How You Can Use It	1	Harvard Room	Donna McKenna
2:00 – 3:00	Whatcha Think ...Covered or Not – Personal Residential Issues	1	MIT Room	Irene Morrill
2:00 – 3:00	Employee Theft - What is an Employee?	1	Northeastern Room	Robin Federici
2:00 – 3:00	XSARUS: Cross selling, Account Rounding and Upselling for Staff and Sales	0	Suffolk Room	Brandie Hinen
2:00 – 3:00	Hula Hoop Yourself!	0	Regis Room	Lolli Hoops
3:15 – 4:15	Deeper Dive - More Business Auto Claims	1	Brandeis Room	Charlene Cabral
3:15 – 4:15	TNCs: The Latest Scoop	1	Harvard Room	Donna McKenna
3:15 – 4:15	Whatcha Think...Covered or Not – Miscellaneous Personal Lines Issues	1	MIT Room	Irene Morrill
3:15 – 4:15	Commercial Property Direct Damage Coverage & The Mystery of Our Definitions	1	Northeastern Room	Robin Federici
3:15 – 4:15	CIC, CISR, CRM & CSRM Conferment and Reception	0	Salons A-D - 4 th Floor	
3:15 – 4:15	Big Event BINGO!	0	St. Botolph's - 2 nd Floor	MAIA Staff
3:15 – 4:15	Do You Have the Time (Time Management)	0	Suffolk Room	Brandie Hinen
3:15 – 4:15	Homeowners Equipment Breakdown Coverage	1	Orleans Room- 4 th Floor	Laidis Derosier
4:30 – 6:15	The Safety Zone's Ignite into New Year's Celebration Reception		Salon E – 4 th Floor	
Sunday, Oct 30, 2016 – Registration Opens at 7:30 am on the 3rd Floor of the Marriott Hotel, Copley Place				
7:30 – 9:00	Breakfast before GAME Day!		Wellesley Room	
9:00 – 12:00	GAME DAY 2016!	3	MIT Room	Marshall Katz
12:00	Lunch-to-GO			



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