



FIWT Leadership and Education Mid Year Expo

April 13-14, 2018

Hilton San Antonio Airport Hotel
611 NW Loop 410, San Antonio, TX 78216






FIWT Under 40 Community Service Project – We will be collecting supplies to donate to Girls, Inc. List of suggested supplies coming soon.

Happy Hour – Thursday, April 12 at 9pm at Magic Time Machine, 902 NE Loop 410

<p>Friday, April 13 8:00 am – 11:30 am Foyer</p>	<p style="text-align: right;">Registration Dress: Business Casual (jeans ok)</p> <p>Any registrant can pick up their packet from 8:00 am to 11:30 am The registration desk will close at 11:30 am but reopen at 3:30 pm. Charging Station for mobile devices sponsored by </p>
<p>8:00 am – 8:50 am</p>	<p style="text-align: center;"><u>FIWT Instructors Meeting</u></p> <p>This meeting is for all current FIWT Instructors and anyone wanting to become a FIWT Instructor.</p>
<p>9:00 am – 11:00 am</p>	<p style="text-align: center;"><u>Business Etiquette To Enhance Professionalism (In and Out of the Office)</u></p> <p>Module 4 of CIPT, Certified Insurance Professional of Texas Presented by Jan Kearbey and Wendy Rhoden Brought to you by FIWT and Service Lloyds </p> <p>*This class is separate from the Mid Year Expo and therefore additional fees apply.</p> <p>Business etiquette can be tricky, even for the most seasoned insurance professional. Your knowledge of what to do when the occasion arises may just be the edge you need to make the next promotion. Through this interactive program you will walk away with a better understanding of appropriate professional behavior in the workplace. Including Etiquette Relating to Cubicle Space or Offices, General Office Etiquette, Top Business Etiquette Faux Pas, Speaking to Coworkers and Top Ten Business Etiquette Tips for Dining.</p>
<p>10:00 am – 11:00 am</p>	<p style="text-align: center;"><u>Taking the Heat - Dealing With Upset Clients</u></p> <p>CIPT Update Course, presented by Janet Dawson, CIC, CRM, CIPT Update course is 1 hour, \$25 fee separate from mid year registration</p>
<p>11:00 am – 12:30 pm – Lunch Buffet</p> <p>1:00 pm – 3:00 pm Tournament</p>	<p style="text-align: center;">FIWT Bowling Tournament</p> <p>Separate events from the Mid Year Expo and therefore additional fees apply.</p> <p style="text-align: center;">Lunch Buffet</p> <p style="text-align: center;">Peter Piper Pizza, 4474 Fredericksburg Rd., Balcones Heights, TX - 5 miles from Hilton San Antonio Airport.</p> <p style="text-align: center;">Bowling Tournament</p> <p style="text-align: center;">Oak Hills Lanes, 7330 Callaghan Road, San Antonio, TX - 1 mile from Peter Piper Pizza</p> <p style="text-align: center;">Sponsored by</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">     </div> <div style="text-align: center;">    </div> <div style="text-align: center;">      </div> </div>

3:30 pm – 6:00 pm	Registration Desk Opens
4:00 pm – 6:00 pm	<p style="text-align: center;"><u>2 HR CE - Ethics by Avoiding the 7 Deadly Sins</u> Presented by Susan Dearborn, CIC, CISR</p> <p>This class discusses the seven deadly sins – pride, sloth, anger, greed, envy, gluttony and lust. Definitions of each are explained and applied to real life customer service situations with clients and in the agency. Specific scenarios are discussed.</p>
7:00 pm	<p style="text-align: center;"><u>Dinner and Party</u> Dress: Casual Wear your Favorite Super Hero T-Shirt.</p> <p style="text-align: right;"></p> <p>Buffet Dinner service followed by FIWT Bowling Awards. Join us as we decorate Super Hero capes. Bring extra coins to vote on your favorite cape. Donations will go to the American Diabetes Association. Capes will be donated to Children’s Hospital.</p> <p style="text-align: center;">Sponsored by</p> <div style="display: flex; justify-content: center; gap: 20px;">   </div>
	Registration Desk Opens Charging Station for mobile devices sponsored by 
8:00 am – 10:00 am	<p style="text-align: center;"><u>Introduction to Liability, Additional Insureds & Contractual Liability</u> (filed for 2 HRS CE)</p> <p style="text-align: center;">Presented by Jim Gavin, Sponsored by IIAT  </p> <p>The session will address the legal concept of liability, key exclusions that affect coverage, additional insureds, contractual liability and waivers of subrogation.</p>
9:00 am – 10:00 am	<p style="text-align: center;">Continental Breakfast in The Gathering Room No Exhibitors this year, instead the continental breakfast will be in a separate room</p> <p style="text-align: center;">Sponsored by</p> <div style="display: flex; justify-content: center; gap: 20px;">    </div> <p style="text-align: center;">MYRON STEVES</p>
10:15 am – 12:15 pm	<p style="text-align: center;"><u>Facing Crisis Risks in Business - The Active Shooter</u> (filed for 2 HR CE)</p> <p style="text-align: center;">Presented by Paul Martin, Myron Steves </p> <p>A review of how a business manages risk in a crisis and how insurance responds to injury, death, or damage.</p>

12:30 pm – 2:00 pm	<p align="center">FIWT Lunch</p> <p align="center">Lunch is included in your registration fee. Join us to hear from our guest speaker, Dr. Andrea Alvarez, member of the American Diabetes Association Community Leadership Board</p> <p align="center">  Sponsored by  McClelland and Hine, Inc <small>MANAGING GENERAL AGENTS, EXCESS AND SURPLUS LINES BROKERS</small> </p>
2:15 pm – 3:15 pm	<p align="center"><u>Matters of the Heart: A Journey in Caring for Aging Loved Ones</u> Presented by Susan Gunn</p>
2:15 pm – 3:15 pm	<p align="center"><u>Emerging Trends in Personal Lines Insurance</u> (Homeowners, Auto, Personal Umbrella & Farm and Ranch)</p> <p align="center">Presented by Gerald Ladner Sponsored by</p> <p align="center">  </p> <p align="center">Comprehensive review of trends impacting the Personal Lines market space and emerging risks to manage.</p>
3:30 pm – 4:30 pm	<p align="center">FIWT Board of Directors Meeting</p>

Additional Sponsors



Special Thanks to all the sponsors of the FIWT Bowling Tournament and FIWT Leadership and Education Mid Year Expo

