

ICA TRAINING COURSES

Agency - Principal	Agency Staff	Commercial Education	BIA Leads Marketing	Commercial Complex Accounts	Additional Courses
EZLynx Training	Intro to ICA/SIAA	Intro to Commercial Lines	Time Management	Contractor Risk	Producer Training
Intro to ICA/SIAA - Orientation	EZLynx	Completion of ACORD Applications	Sales Skills by John Fear	Apartment Risk	Introduction to Excess & Surplus Lines Market
Importance of E&O	Procedure Manual	COPE (construction, occupancy, protection, exposure)	Building Brand Awareness	Restaurant Risk	Understanding BORs
Agency Operation Implementation	Marketing HO and Auto	Property Coverages	Importance of Target Sales & Marketing	Garage/Dealership	Protection Class & Fire Mapping
Quote Sheets Review	Proper Documentation	General Liability Coverages	Identify Target Markets	<i>Trucking Risk *</i>	Flood and Earthquake
Homeowner Product & Marketing	Follow Up & Time Management	BOP Coverages	Identify Model Clients	<i>Technology Part 1 & 2 *</i>	Sales Skills I
Auto Product & Marketing	Binder, Certificate, EOI, ID Card Prep	Auto Coverages	Develop a Sales Pipeline	<i>Farm *</i>	Sales Skills II
APS Market Finder	Renewal Process	Workers Comp Coverages	Build Credibility and Relationships	Continuing Education	<i>Introduction to Claims-Made Coverage *</i>
PL Marketing Plan	5 Day Personal Lines Training	Umbrella Coverages	Create Solutions & Commitment to Buy	CO & CA - COPE	<i>Workers Comp Rating, Programs & Credits *</i>
Pers Lines Underwriting Quick Reference Guide	5 Day Commercial Lines Training	Garage Coverages	Launch Marketing Plan	CO - Garage	<i>Workers Comp Rating, Programs & Credits *</i>
APS Market Finder In-Depth	<i>How to read an MVR *</i>	Cyber, E&O, D&O & EPLI	<i>Cross Selling *</i>	CA Garage	<i>Introduction to Bonds *</i>
<i>Personal Lines Specialty Coverages</i>	<i>How to read CLUE *</i>	<i>Business Income & Extra Expense *</i>			<i>Intro to Risk Retention Group & Alt. Markets *</i>
		<i>Building Ordinance & Law *</i>			
		<i>Audits - How to Address With Your Customer *</i>		* Denotes Class is Pending	