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	Intro to General Liability
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	Trucking Risk *	Additional Insureds
Quote Sheets Review	Proper Documentation	General Liability Coverages	Identify Target Markets	Technology Part 1 & 2 *	Recruiter Training
Homeowner Product & Marketing	Follow Up & Time Management	BOP Coverages	Identify Model Clients	Farm *	Sales Skills I
Auto Product & Marketing	Binder, Certificate, EOI, ID Card Prep	Auto Coverages	Develop a Sales Pipeline	**Continuing Education**	Sales Skills II
APS Market Finder	Renewal Process	Workers Comp Coverages	Build Credibility and Relationships	CO & CA - COPE	Personal Articles Floater
PL Marketing Plan	5 Day Personal Lines Training	Umbrella Coverages	Create Solutions & Commitment to Buy	CO & CA - COMPLEX Garage/Dealership	Directors & Officers Liability *
Pers. Lines Underwriting Quick Reference Guide	5 Day Commercial Lines Training	Garage Coverages	Launch Marketing Plan	CO & CA RV's & More	Introduction to Claims-Made Coverage *
APS Market Finder In-Depth	How to read a MVR & CLUE	Cyber, E&O, D&O & EPLI	Cross Selling	CO & CA - Cyber	Introduction to Bonds *
Personal Lines Specialty Coverages	Flood and Earthquake	Business Income & Extra Expense *		CO & CA - High Net Worth & Affluent Client	Intro to Risk Retention Group & Alt. Markets *
	Producer Training	Building Ordinance & Law *		CO & CA Workers Comp Rating, Programs & Credits	
	Protection Class & Fire Mapping	Audits - How to Address With Your Customer *			

* Denotes Class is Pending