

Online Learning | SM | AIM | AIS

With The Institutes' management learning solutions, you'll gain a solid understanding of management principles and practices. Plus, you'll develop the real-world skills you need to effectively manage your team, strategically plan initiatives, and make smarter business decisions. Here are some of the Institutes' offerings—visit our Web site for a full listing of all of our learning solutions, including the Chartered Property Casualty Underwriter (CPCU®) designation.

Courses and Bottom-Line Benefits

Online Learning

- Learn needed information quickly
- Strengthen skills and improve job performance
- Balance professional development with a busy career and personal life
- Try it for yourself—visit www.TheInstitutes.org/OnlineLearning

Beginner: Insurance Essentials, Insurance Fundamentals, Introduction to Property and Casualty Insurance

Intermediate: Insurance Principles, Personal Insurance, Commercial Insurance, Insurance Financial Dynamics

Program in Supervisory Management (SM)

- Increase new supervisor effectiveness by learning how to effectively transition from line employee to the role of supervisor
- Improve job performance across the organization with an understanding of practical work and time management techniques

Course Level: Beginner

Exams: Two

Completer Info: Passing the required exam earns a certificate of completion.

Associate in Management (AIM)

- Build productivity by understanding how to improve performance and establish meaningful goals
- Decrease talent acquisition costs by learning to manage human resources strategically.

Course Level: Intermediate

Exams: Three

Completer Info: Passing the required exam earns a designation.

Associate in Insurance Services (AIS)

- Improve service quality by gaining an understanding of customer needs and motivations
- Increase productivity and efficiency by learning to identify and improve key business processes
- Ensure consistent service by learning to effectively monitor and adjust to change

Course Level: Beginner

Completer Info: Passing the AIS 25 exam earns a certificate of completion. Earning the designation requires passing other exams in addition to the AIS exam. Log on to our Web site for more information.

New Ethics Requirement

Ethical behavior is crucial to preserving the trust on which insurance transactions are based and also the public's trust in our industry. That's why, starting in 2011, completing the free online *Ethical Guidelines for Insurance Professionals* will be required for all associate designation programs. Log on to www.TheInstitutes.org/ethics for information and sign up for free.

Management

Study Aids

Available for certain courses, our SMART Study Aids include flash cards, review notes, and online practice exams. They supplement the text and course guide to help you retain key concepts and maximize your study time. Learn more on our Web site, www.TheInstitutes.org.

Online Courses

Did you know The Institutes offer hundreds of online courses, including instructor-led and self-study courses? Try them for yourself at www.TheInstitutes.org.

Continuing Education

Most of The Institutes' courses are approved for CE credit in most states. You can also earn CE credit quickly and cost-effectively through our CEU.com business unit. Log on to our Web site to learn how to earn CE credit with The Institutes.

Questions

For more information and to take advantage of The Institutes' free educational advising service, please contact Customer Service at customerservice@TheInstitutes.org or call (800) 644-2101. You can also visit us online at www.TheInstitutes.org, where you will find everything you need to know about registering for exams, purchasing study materials, and more.

About The Institutes

The Institutes are the leader in delivering proven knowledge solutions that drive powerful business results for the risk management and property-casualty insurance industry.

The Institutes' knowledge solutions include the CPCU designation program; associate designation programs in areas such as claims, risk management, underwriting, and reinsurance; introductory and foundation programs; online courses; research; custom solutions; assessment tools; and continuing education (CE) courses for licensed insurance professionals and adjusters through its CEU.com business unit.

"The real value of Institutes courses is in the terrific base they provide for insurance professionals to build on. The Institutes' courses teach you how to apply fundamentals to everyday situations, giving you the foundation you need to be able to learn on the job."

—Richard A. Riley, CPCU, ARM, AIM
Vice Chairman & CEO, Retired
WNC First Insurance Services
Member, The Institutes Board of Trustees

YOUR PROFESSIONAL DEVELOPMENT PLANNER

PHASE I

To fully understand the insurance industry and develop the ability to apply fundamentals in your daily work, you need a solid foundation in core concepts and principles.

Insurance Essentials

Online Learning Fundamentals Courses

Company-Specific Training:

Introduction to:

PHASE II

Once you have an overall understanding of the industry, you'll be able to benefit from more-technical knowledge. Choose a generalist (**G**) or specialist (**S**) approach, depending on your needs.

Associate in General Insurance (G)

Online Learning (S):

Associate in (S):

CPCU (G)

Company-Specific Training (S):

PHASE III

Professional development should continue throughout your career so you can stay current on the latest industry practices and refine your technical insurance knowledge.

Online Learning

Associate in:

CPCU

Company-Specific Training:
