



Agency Management

PIA Southern Alliance Webinar Event
Feb 10-Feb 11 ET

Topics	Date	Time	Speaker
Join Webinar	Feb 10, 2027	07:45 AM-08:00 AM	
Strategic Planning	Feb 10, 2027	08:00 AM-12:15 PM	Diane Masterson CIC, CPCU, DISC Elite Training and Consulting, Powell, OH
Lunch - on your own	Feb 10, 2027	12:15 PM-01:15 PM	
Talent Acquisition and Development	Feb 10, 2027	01:15 PM-05:15 PM	Diane Masterson CIC, CPCU, DISC Elite Training and Consulting, Powell, OH
Exam Briefing	Feb 10, 2027	05:15 PM-05:45 PM	
Join Webinar	Feb 11, 2027	07:45 AM-08:00 AM	
Client Retention and Acquisition	Feb 11, 2027	08:00 AM-10:00 AM	Lori Rummelt CIC, CPIA, CIE LaPorte Consulting, LLC, Shelbyville, MI
Technology Utilization	Feb 11, 2027	10:00 AM-12:00 PM	Lori Rummelt CIC, CPIA, CIE LaPorte Consulting, LLC, Shelbyville, MI
Lunch - on your own	Feb 11, 2027	12:00 PM-01:00 PM	
Technology Utilization (Continued)	Feb 11, 2027	01:00 PM-02:00 PM	Lori Rummelt CIC, CPIA, CIE LaPorte Consulting, LLC, Shelbyville, MI
Ethical Responsibility	Feb 11, 2027	02:00 PM-05:00 PM	Lori Rummelt CIC, CPIA, CIE LaPorte Consulting, LLC, Shelbyville, MI

Educational Consultant:

Bettye Hutchison, CIC, CRM, CPCU, ARM, CPIA, AAI, TRIP
Central Insurance Services, Inc., Rehoboth Beach, DE

Online Exam Window:

February 15 - February 18, 2027

All final exams require a proctor, a disinterested third party, to monitor your exam throughout its entirety. You must select your proctor before the exam window opens. More testing information and instructions can be found at (<https://www.riskeducation.org/proctor-monitor-rules/>).