



Agency Management
PIA Southern Alliance Webinar Event
May 14-15, 2025 ET

Topics	Date	Time	Speaker
Join Webinar	May 14, 2025	07:45 AM-08:00 AM	
Strategic Planning	May 14, 2025	08:00 AM-12:15 PM	Brian Bartosh LUTCF Top O' Michigan Insurance Solutions, Alpena, MI
Lunch - on your own	May 14, 2025	12:15 PM-01:15 PM	
Agency Talent Management	May 14, 2025	01:15 PM-05:15 PM	Brian Bartosh LUTCF Top O' Michigan Insurance Solutions, Alpena, MI
Exam Briefing	May 14, 2025	05:15 PM-05:30 PM	
Join Webinar	May 15, 2025	07:45 AM-08:00 AM	
Managing Agency Client Retention and Acquisition	May 15, 2025	08:00 AM-10:00 AM	Rebecca Lathrop CIC, CPIA Optimum Performance Solutions, LLC, Lake Worth, FL
Managing Agency Technology Utilization	May 15, 2025	10:00 AM-12:00 PM	Rebecca Lathrop CIC, CPIA Optimum Performance Solutions, LLC, Lake Worth, FL
Lunch - on your own	May 15, 2025	12:00 PM-01:00 PM	
Managing Agency Technology Utilization (Continued)	May 15, 2025	01:00 PM-02:00 PM	Rebecca Lathrop CIC, CPIA Optimum Performance Solutions, LLC, Lake Worth, FL
Ethical Responsibility	May 15, 2025	02:00 PM-05:00 PM	Rebecca Lathrop CIC, CPIA Optimum Performance Solutions, LLC, Lake Worth, FL

Educational Consultant:
Richard Goolsby, CIC
RICHARD L. GOOLSBY, Loveland, OH , US

Online Exam Window:
May 19 - May 22, 2025

All final exams require you to have a proctor, a disinterested third-party, to monitor your exam through its entirety. More testing information and instructions can be found at www.riskeducation.org/proctor-monitor-rules (<https://www.riskeducation.org/proctor-monitor-rules/>).

What Time Does This Start For Me?

Pacific	Mountain	Central	Eastern
4:45 AM	5:45 AM	6:45 AM	7:45 AM