

LIMRA Talent Solutions International

Agency Management Training Course (AMTC)

CURRICULUM OVERVIEW

AMTC is either a 13-day modular session or the 23 once-a-week skill-development program designed to help a field manager develop or sharpen management skills in the areas of planning, recruiting, selection, training, and performance management through intensive, peer-oriented training consisting of discussion, skill demonstration, role-play, action projects, and planning projects.

Planning

Help identify the unit/agency culture, develop a mission and philosophy statement, and build an annual plan to achieve specific goals and objectives. Develop skill in helping agents review their performance and plan for the future.

Recruiting

Identify and talk to recruits with high potential using proven techniques of agent referral, warm nominators, and personal activity. Develop approaches to these sources and learn alternative recruiting methods.

Selection

Discover proven selection methods and develop a process that can help reduce agent turnover. Create a job-sampling program to help select high-potential recruits.

Training

Learn training techniques that effect a change in your agents' behaviors. Develop skills in setting training objectives, role-playing, and joint work. Leverage agency meetings, conferences, and clinics to develop agents' skills to achieve training objectives.

Performance Management

Develop key supervisory skills and use a proven problem-solving process. Learn to manage agents' activity and customize the development of your agents for improved performance.