

LIMRA Talent Solutions International

Pacesetter

A must-have orientation to agency management to help your newly appointed sales managers and supervisors understand the requirements of the field manager position, its major components, and how to carry out their new responsibilities.

Pacesetter is designed to provide comprehensive managerial-skill training for first line managers that is in tune with emerging demographic, social, and technology trends.

A four-and-a-half-day program designed for field managers within their first two years; focus is on improving manager performance and developing critical management skills in:

- Planning
- Recruiting and Selecting
- Performance Appraisal
- Training
- Motivation
- Time Management

The program includes a popular *Anytown Simulation* providing participants the opportunity to:

- Run an agency for three years in three hours
- Make decisions and see results immediately
- Enhance decision making and team building

Pacesetter is one of LIMRA's Associate Insurance Agency Manager (AIAM) and Chartered Insurance Agency Manager (CIAM) designation courses.

While the AIAM designation reinforces participants' commitment to management, the CIAM designation provides a track for professional development and a benchmark by which the manager can be measured and recognized.

Participants who complete this course are able to:

- Learn the main functions of the management role
- Practice skills important to conducting the management-role functions
- Identify opportunities and strategies to adopt management-role skills into your organizations
- Retain agents for long-term profitability

Target Audience:

- An ideal new managers and supervisors agency/sales management orientation program
- First two years of service managers and supervisors who want to:
 - Construct and implement an agency action plan
 - Improve recruiting techniques and results
 - Formulate better selection practices, processes, and tools
 - Enhance agent training and development
 - Determine what motivates agents to help them improve job performance and accountability
 - Set performance standards to manage effectiveness and efficiency

Delivery Option:

- Facilitator-led classroom training and virtual options— Four-and-a-half days of facilitation and skills-use activities led by a LIMRA Certified Facilitator or LIMRA Certified Company Facilitator

With proven strategies and skills for laying a foundation for agency success, next-generation team building, and motivating agents to success, this program will help new managers and supervisors generate greater productivity.

For more information visit www.limra.com/pacesetter or contact talentsolutionsinternational@limra.com

Pacesetter

The Management Skills Seminar for a New Generation

CURRICULUM OVERVIEW

Day 1: Planning and Goal Setting	You will learn general information about the Pacesetter program before turning your focus to agency management responsibilities for operational planning and organizational effectiveness. It begins with the Management Process where we discuss management job activities and identify the differences between current costs and capital investments, before planning and problem solving. The afternoon finishes with time management, delegation strategies and defining an agent's job description to prepare you to recruit and select the right agent talent.
Day 2: Recruiting and Selection	In the next phase of the management process, you will begin using past agency performance to set your agent and production planning objectives before looking at various recruiting methods, selection concepts and tools to support you with identifying and selecting the right candidate. Day 2 concludes with creating your own Recruiting and Selection Action Plan for implementation upon your return.
Day 3: Developing Agents	Now that you have the right person recruited, how do you get him/her to be a productive agent? By applying the principles of adult learning and learning styles, you can implement your own training strategy to support the professional development of your agent team. Using the right coaching techniques will help ensure your agents are reaching their goals and achieving success. Day 3 ends with application of what you learned so far to analyze a fictional agency to create a multi-year plan for your agent's retention and productivity.
Day 4: Managing Performance	Creating your New Agent 1st Year Training Action Plan for developing your agents will be the focus this morning. Then, you will use a job performance model to determine what motivates your agents so you can properly support the coaching model as a performance management tool. Most Day 4 will be spent implementing the objectives and goals you created through your analysis of the Anytown Agency at the end of Day 3.
Day 5: Bringing It All Together!	What was the result of the Anytown Agency simulation? The morning of Day 5, each team will present their Business Unit Action Plan from the simulation exercise on Day 4. The large group will discuss what went well and what could have been improved. The program concludes with you evaluating the experience, reviewing the key points of the Management Process and your adoption plans, and next steps regarding the Post-Program Projects required for you to receive program completion status from LIMRA.
Post-Program Assignment	Within 30 days after the Pacesetter program, you will finalize your action plans - started during the program - to improve your recruiting, selection effectiveness, retention, and productivity of your new agents. Upon completion of your projects, you will meet with your supervisor and obtain approval to implement your plans.

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