

# CIC Agency Management Institute

Webinar – December 11-12, 2024

## Wednesday, December 11, 2024

7 AM - 8 AM		Registration
8 AM - 12 PM	<b>SESSION 1</b>	<b>Strategic Planning</b> Becky Lathrop
12 PM - 1:15 PM		Lunch - On your own
1:15 PM - 5:15 PM	<b>SESSION 2</b>	<b>Talent Acquisition and Development</b> Becky Lathrop
5:15 pm – 5:30 PM		<b>Exam Briefing</b>

## Thursday, December 12, 2024

8 AM - 10 AM	<b>SESSION 3</b>	<b>Client Retention and Acquisition</b> Bruce McCreadie
10 AM – 12 PM	<b>SESSION 4</b>	<b>Technology Utilization</b> Bruce McCreadie
12 PM - 1 PM		Lunch - On your own
1 PM – 2PM	<b>SESSION 4</b>	<b>Technology Utilization (Cont'd.)</b> Bruce McCreadie
2 PM - 5 PM	<b>SESSION 5</b>	<b>Ethical Responsibility</b> Bruce McCreadie

Examination

**Monday, December 16 through-Thursday, December 19, 2024**