

Register Now! Indispensable CSR Sessions Are Coming to You



We're coming to Georgia! The Agency Academy is thrilled to announce upcoming sessions of **The Indispensable CSR**, and registration is now open. The Agency Academy offers learning and development opportunities that aim to support your agency in the sales process, strengthen client relationships, and improve customer satisfaction.

In many cases, the customer service representative within an agency is the lifeblood of day-to-day operations. Designed for Personal Lines or Commercial Lines customer service representatives, this course will focus on questioning, listening, and relationship-building skills to help grow your agency's client base and maintain existing clients. This course will focus on the following learning objectives:

- Understanding the basics of a more consultative approach, whether it be in person or over the phone
- Demonstrating the art of asking questions and listening to understand client needs
- Understanding and answering questions about basic coverages
- Understanding why and how to cross-sell other lines of business
- Understanding and crafting a personal brand

Participants who attend the session are eligible for **four continuing education credits**.

Two in-person sessions are available:

- Wednesday, May 17, 2023 | 9 a.m. – 4:30 p.m. EST (lunch provided)

Atlanta Marriott Alpharetta, 5750 Windward Pkwy, Alpharetta, Georgia

The deadline to register is Friday, May 5, 2023.

- Thursday, May 18, 2023 | 9 a.m. – 4:30 p.m. EST (lunch provided)

Newnan Centre, 1515 Lower Fayetteville Rd, Newnan, Georgia

The deadline to register is Friday, May 5, 2023.

Please plan to join us! Spots are limited, and this course fills quickly, so don't hesitate to register. Email agencyacademy@fmins.com to select your preferred date and location.