

# Northern Alberta Insider

SPRING 2017

THE INSURANCE INSTITUTE OF NORTHERN ALBERTA

## INAUGURAL SYMPOSIUM 2017

The Insurance Institute of Northern Alberta's inaugural Symposium took place at the Coast Edmonton Hotel on March 22, 2017 and was sponsored in part by Intact Insurance, Munich Re and the CIP Society. This year's Symposium, a first for the IINA and themed "Insurance in the 21<sup>st</sup> Century – Shaping our Future", took many months of planning and preparation on the part of the dedicated IINA team Dawn Horne and Rhonda Baker, and the Symposium planning committee comprised of Pam Sullivan, Clinton Broeksma, Hallie Wispinski, Dustin Harvey, Dillon Johnson and Nicholas Fonseca, Symposium and Education Chair and Master of Ceremonies for the event.

Speakers and panelists from the Edmonton area, Ontario and British Columbia made for an exciting day of compelling presentations, discussions, networking and fellowship for the more than 50 members of the insurance community who attended.

John Rose, Chief Economist, City of Edmonton, and breakfast keynote speaker presented on the economic outlook for Edmonton and Alberta, followed by Bill Adams, VP Western & Pacific Region, IBC, whose presentation topic was focused on the impact of global, national and local catastrophic events.

Dr. Blair Feltmate, Head, Intact Centre on Climate Adaptation, Faculty of the Environment at University of Waterloo was the lunch keynote speaker. Dr. Feltmate's topic focused on the need for capital markets to consider the contagion of climate change in his "Weather Gone Wild..." presentation. Mark Francis, Manager, Driver and vehicle licensing at ICBC, followed in the afternoon session with a presentation on: "Autonomous Vehicles - Technology Driving Change".

Both morning and afternoon symposium sessions featured moderated panel discussions led by Clint Broeksma and Pam Sullivan addressing such issues as catastrophic losses and future trends and challenges to the industry. Several presenters participated as panel members with additional panelists: Vince Marino from Aon, Ken Baker, City of Edmonton, Chad Shurnaik, Peace Hills Insurance, and Brant Wipperman, Peace Hills Insurance, joining the discussion. Delegates who attended the full day event earned 6 CE credits as well.

Continued Page 2

## Mark Your Calendar

### Farm Insurance: Basics and Beyond

March 29, 2017

### Insuring Medical Marijuana - Property

April 5, 2017

### National Exam Week

April 3 – 7, 2017

### Computer Based Exams

April 3 – 21, 2017

### Good Friday IINA Office Closed

April 14, 2017

### Easter Monday IINA Office Closed

April 17, 2017

### Understanding Floodplain Mapping

April 26, 2017

### How to Analyze and Compare Insurance Policy Wordings

May 8, 2017

### Analyzing Client's Contracts – Insurance and Beyond

May 8, 2017

### Not so Obvious Business Interruption Risks & Coverage Solutions

May 9, 2017

### Client and Insurer Disaster Protection

May 9, 2016

### Advanced Business Interruption

May 10, 2017

### Building Better Relationships at Work

May 11, 2017



Insurance Institute

Insurance Institute of Northern Alberta  
204 – 10109 – 106 Street  
Edmonton, AB T5J 3L7  
Telephone: 780-424-1268  
Fax: 780-420-1940

Learning for the real world. Rewarding.

# SPRING 2017 REGISTRATION OPEN

## Evening Classes

C11 Principles & Practice  
C110 Essentials of Loss Adjusting

## Virtual Classes

C12 Insurance on Property  
C13 Insurance Against Liability  
C14 Automobile Insurance Part 1  
C32 Bodily Injury Claims  
C72 Intro to Risk Management and Commercial Insurance  
C121 Advanced Underwriting  
C130 Essential Skills for the Insurance Broker and Agent

## Fast Track Classes

C12 Insurance on Property  
C14 Automobile Insurance Part 1  
C16 The Business of Insurance  
C120 Underwriting Essentials

## IINA Annual General Meeting

The Annual General Meeting of the Insurance Institute of Northern Alberta will be held at 3:00 pm on June 20, 2017, in Edmonton at Suite 204 – 10109 – 106 Street.

The following items are on the agenda:

1. Notice of Meeting and Proof of Service
2. Report on Quorum
3. Minutes of Previous A
4. Academic Division Report
5. Professional Division Report
6. Report of the President
7. Annual Financial Statements and Auditors Report
8. Approval of Acts of Directors
9. Election of New Officers and Directors
10. Appointment of Auditors
11. Banking Resolution
12. Other Business & Adjournment

Members are welcome. Please RSVP to [iinamail@insuranceinstitute.ca](mailto:iinamail@insuranceinstitute.ca) or (780)424-1268 prior to June 19, 2017.

## INAUGURAL SYMPOSIUM 2017 Con't.

The symposium was followed by an industry mixer and expo allowing for industry suppliers to showcase their products and services while meeting members of the insurance community.

The initial feedback from delegates indicated the event was very well received overall. Very positive reviews and comments included “Awesome”, “Very engaging”, “Exceptional information...”, “The whole day has been fantastic”, “Enjoyed the day. Great topics, Great facilities. Well planned”.

Other comments included: “Thoroughly enjoyed the platform. Well Done!”, “The topics were timely, the speakers fantastic, it moved along at just the right pace, the location was very good, the food was wonderful and on top of all that to get 6 [CE] hours was perfect. It is not often that I get [CE] hours where I have actually learned something and I really appreciate that. Congrats!!!”

“We didn’t just want this to be an event members of the insurance community would attend strictly for CE credits although CE credits are extremely important. We wanted Symposium 2017 – Insurance in the 21<sup>st</sup> Century - Shaping our Future to be an event which would deliver on the theme and provide real value in terms of learning and educational content, innovative ideas and discussion with social and networking opportunities for our delegates.”, said Nicholas Fonseca, IINA Education and Symposium Chair. “We want to thank our delegates, presenters and panelists, sponsors, exhibitors, the IINA team and the Symposium planning and operations team for making Symposium 2017 such a resounding success.”

Find us on Twitter and LinkedIn: [www.twitter.com/InsuranceInsNA](http://www.twitter.com/InsuranceInsNA)

Join the conversation on Twitter at: #SymposiumNA



## Education Questions?

Ask the Institute – now updated!! You’ll find the answers to questions our students ask the most. We want to help you make the most of your student experience so you can get ahead in your career and stay there! Learn more at



[www.insuranceinstitute.ca/ask](http://www.insuranceinstitute.ca/ask).



## Looking for further involvement with the industry?

If you wanted to give back to the industry, make new connections and of course bolster your experience with an industry volunteer role, we have many opportunities—from exam proctor and committee member to CIP instructor and seminar leader, and more.

One such option is the Ambassador Program. Our Career Connections division has developed this program to help motivate and inspire young people to think about the insurance industry as a possible career path.

Our trained Ambassadors are experienced industry professionals who volunteer their time to share their own educational and career journeys with students and career seekers. From a first-hand perspective, they directly communicate how much our industry has to offer, and often offer personal stories about their satisfying and ever-changing careers.

As “spokespeople,” they help to put a “face to the insurance industry” through classroom presentations and career fairs at both the secondary and post-secondary level.

When an Ambassador is invited to speak, participants receive the benefit of learning what an insurance industry professional has to say about how insurance helps people to bring peace of mind to their lives and help them through times of loss. Ambassadors can bring a career in insurance to life. They can take their audience inside an industry that’s varied, challenging and surprisingly interesting.

The presentations include interactive activities, a video presentation and handouts and giveaways for each participant. With Ambassadors throughout the country, our goal is to demonstrate that there may be ‘a place for you in insurance no matter what your interests are.

If you would like to become an Ambassador or would like more information about the Ambassador program, visit [www.career-connections.info](http://www.career-connections.info). For more information on volunteering opportunities, contact us at [iinamail@insuranceinstitute.ca](mailto:iinamail@insuranceinstitute.ca)

### **CIP Classes: choose a format that suits you!**

Did you know we offer a variety of delivery methods for you to choose from, including virtual classes and condensed learning formats? We know that for many of you, it’s difficult to attend one class a week in person. Insurance professionals are busy and there are many factors at play including travel time, work requirements, and of course family commitments.

That’s why we’re pleased to offer our classes in a variety of learning formats. Whether your preferred learning style is the traditional classroom approach, or if you prefer virtual classes from the comfort of your preferred location, or even if you like to fast-track your learning with a condensed format, we have something to suit you.

Participation in virtual classes in particular continues to increase at a steady rate, and our weekend fast track have also proved to be incredibly popular with students as they strive to balance continued learning with their other commitments.

To see what’s on offer for the Spring semester, visit <http://www.insuranceinstitute.ca> and click “CIP Courses”.



# Join us for our 29<sup>th</sup> Annual Golf Fun Day

The Insurance Institute of Northern Alberta is pleased to invite you and your guests to our 29<sup>th</sup> Annual Golf Fun Day on Monday, July 17<sup>th</sup>, 2017 at The Links at Spruce Grove.

Sponsorship opportunities available. Please contact Rhonda at the Insurance Institute of Northern Alberta for more information at (780)424-1268 or [rbaker@insuranceinstitute.ca](mailto:rbaker@insuranceinstitute.ca)

## CALL FOR BANDS

Are you in a band? We are looking for competitors for our annual event on Thursday, September 28, 2017.

Be sure to save the date for this great evening full of amazing entertainment and networking. This year's event will be held at BLVD Nightlife at 10765 Jasper Avenue.

For more information on the event and how to enter your band, please contact the Insurance Institute of Northern Alberta at 780-424-1268.

## Membership Renewal

Just a reminder that the membership year ends on May 31st and you will soon be receiving a renewal notice from the Institute.

Why Renew? With our support, you can take your education and career to a new level with our courses, seminars, webinars, and valuable networking opportunities.

If you have any questions or need help renewing your membership, please contact us toll-free at 1-866-362-8585, or email us at [IIEmail@insuranceinstitute.ca](mailto:IIEmail@insuranceinstitute.ca)

# IINA 2016 Instructor of the Year

David Sorensen, FCIP

It embarrasses me to remember some of the blunders I made as a first time CIP class instructor. That was 2009. It is now 2017, and I have taught a number of classes in the meantime. Along the way I learned some valuable lessons, and I would like to share a few of my experiences, with the hope that it will encourage and inspire you on your instructor journey.

After the conclusion of the first CIP class I ever taught, a student wrote on the comments card "My grandmother could teach better than him!" I sure felt like giving up right there! I do not know this grandmother; nor do I know how well she teaches. I do know there were too many moments during that class that there was very little, if any, learning taking place.

When it comes to improving ones effectiveness as an instructor, there is a lot to be said for just doing it. The crucible of a classroom full of willing, but discerning students provides an instructor with immediate and relentless feedback on how to do better. It drives a steep learning curve for instructors. I remember giving lectures, industriously prepared, including the very best information, with current examples, and brilliant insights, that put the classroom to sleep. I now know that lectures are but one of many teaching tools that instructors have available and should be kept to a minimum.

There is no doubt that classrooms by themselves force instructors to get better; however, the best thing I did to improve the quality of learning in my classroom, was to complete the Instructor Certification series of courses provided by the Insurance Institute of Canada. The four courses comprising this certification are focused on the fundamental skills and understanding that an adult educator should have. As insurance industry experts, we bring a very important piece to the classroom: our subject matter expertise. We seldom bring expertise on how to provide an effective learning experience. The Institute still provides these courses, and I encourage you to inquire about them if you have not already.

A few years ago, after instructing for a few years, I was sitting at the CIP Annual Convocation when Jim Orr, one of our long-time, dedicated instructors, was awarded the Instructor of the Year award. I remember wondering then if I would ever earn that award, which is presented once a year, and comes with both a crystal keepsake, and cash.

Guess what! I was awarded it for the first time in 2016, and it felt awesome! After receiving the award, I researched the criteria and methodology used in determining the recipient, and i think that it is worth sharing with you here. You may be a budding instructor who needs incentive to keep working at it. The award nomination panel consider the following.

### Eligibility:

- Must have an AIC, CIP, FIIC or FCIP designation
- Not eligible for the year in which they hold the position of Education Chair or Vice President Academic Division for IINA.
- Eligible only once in each three year period
- Class average must meet or exceed the national average
- Must have a minimum of 10 students in the class

### Criteria:

- The overall winner is determined based on student comments, and
- Highest average marks received on student evaluations

Now, back to that student with the grandmother: if you have left a CIP class feeling let down by the instructor, I am sure that I can speak for all instructors when I say that I am sorry that your learning experience was not more effective. Be assured that we work at improving the learning experience for you and we take pride in doing a good job. Your constructive feedback is also appreciated!



# The Graduating Class of 2016



## **Risk Management Certificate**

Michael Karbonik

## **Chartered Insurance Professional**

Nadine Adolf  
Muhammed Aftab Anwar  
Amy Appleby  
Jimmy Bacchus  
Kristins Barsceviski  
Douglas Besler  
Danielle Boisvert  
Sara Bushnell  
Christina Caskey  
Andrea Chung  
Dylan Corcoran  
Lindsey Corsaut  
Dustin Deardoff  
Matthew Dickinson  
Tiffany Dueck  
Nicolle Dukart  
Dee-Ann Dulic-Pruden  
Mike Eisbrenner  
Myra Emms  
Katherine Fisher  
Jackie Fitzner  
Leah Gallagher  
Keith Gin

## **Chartered Insurance Professional**

Dina Giuliano  
Nadine Good  
Amber Greenough  
Jessica Griffin  
Lorie Groth  
Murray Harmata  
Jenifer Janzen  
Tabish Jiwani  
Yuliya Jokanovic  
Marsha Kelly  
Tyson Klassen  
Tyler Knoblauch  
Felicia Laybolt  
John Lee  
Kent Letourneau  
Krystal Lyka  
Fiona Mak  
Sanish Mathew  
Aileen McCormack  
Chelsey Moffat  
Wing Yan Carrie Ng  
Darcy Pagnotta  
Justin Paul  
Kathy Prokop  
Jennifer Rafols  
Lane Robbins

## **Chartered Insurance Professional**

Ruby Rodriguez  
Ashleigh Rutherford  
Harprett Sadana  
Donna Schwabe  
Possenta Simulumbu  
Hannah Sinner  
Alva Somogyvari  
Tyler Speers  
Justin Stachniak  
Jill Steiner  
Shawna Towers  
Dallas Ungurian  
Maureen Uzomba  
Andrea Wilson

## **Fellow Chartered Insurance Professional**

Travis Dudgeon  
Jordan Froese  
Greta Johnson  
Bonnie Kluthe  
Melissa MacDonald  
Melanie Nafziger  
Olivia Nakimera  
Damien Pettie  
Barbara Sedgwick  
Halie Wispinski