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HOW TO REACH CHAPTER OFFICERS-

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FROM THE PRESIDENT-

Renee VanderHagen

THANK YOU for demonstrating your professionalism and high standards every day, and especially over the past few months, consistent with our CPCU oath. I am confident that your respective companies are grateful for your ability to adapt to the changes that are required, and that will be needed going forward.

THE HALF-WAY MARK- Wow, it's been 6 months already for our 2020 Chapter Board! Due to the limitations, we have done our best to keep you engaged in Chapter events and to meet our Chapter goals. If you are a new 2019 designee, please know that we hope to be able to get together with you soon! And for the 2020 Designees, we'll see you at our All Industry Day and Conferment Ceremony in the Fall. Those completing the CPCU by mid-June are the "Class of 2020."

KEEP INFORMED! Please make sure **your email is correct** with the national CPCU office, and **make sure our emails sent through Constant Contact are not Spam'd**. Maybe consider using your personal email to receive CPCU announcements and newsletters.

SHARE YOUR KNOWLEDGE- If you read or author an article on an issue that you'd like to share with our members, please send it to me with permission to re-publish. If you have ideas for events or topics for Webinars/future meetings, don't be shy about passing your ideas on to the Board. We appreciate hearing from you!

PROMOTE THE CPCU DESIGNATION- You are our best ambassadors for the benefits of a CPCU designation.

MAKING CONNECTIONS



Check out the CPCU's new platform **Interact**, an All Members Forum for discussions and idea sharing with CPCU-ers from all over the country. Go to Interact.cpcusociety.org to register. CPCU-ers are a great resource for just about anything.

Also, pop in on cpcusociety.org and check out the new **MINDTOOLS** link under the Education Tab, giving you access to more than 2,000 leadership, management and career development resources, with new things added each week. Here's another benefit of membership in our CPCU organization!

Thinking about MBA in Insurance? Olivet College can waive up to 24 credits from your CPCU designation towards the MBA in Insurance. Deadline to apply for the fall semester starting in September is Friday, August 7th with all application materials submitted. Classes start the week of Monday, September 7, 2020. It takes approximately 2-3 weeks to complete a full application. Go online for more information: <http://www.olivetcollege.edu/professional-and-graduate/mba>

HEY, DID YOU HEAR ABOUT

THERE ARE MEMBERS OUT THERE WITH 2020 ACCOMPLISHMENTS TO BRAG ABOUT, SO HERE'S YOUR CHANCE AND PLACE!
SEND AN EMAIL TO RENEE.VANDERHAGEN@CFINS.COM ABOUT YOUR ACCOMPLISHMENTS IN 2020, OR THOSE OF ANOTHER MEMBER, THAT YOU WANT TO SHARE WITH US, AND WE CAN POST THEM IN OUR NEXT NEWSLETTER IN SEPTEMBER 2020.

A BUSY 2020- Events Past and Future

April 28th we partnered with Kaufman Institute to bring you our first complimentary Webinar: The Fundamentals of Errors & Omissions, which also offered CE Credit.

May 20th we again partnered with Kaufman Institute for our second complimentary Webinar: Cyber Crime & Liability, which was very well attended, and also offered CE Credit.

June 17th- our Chapter offered a complimentary Webinar on Critical Thinking Skills, presented by Michael Koscielny, past National CPCU president.

JULY GOLF OUTING PLANNED- we are joining with other Michigan CPCU Chapters in a **golf outing July 30th** at Wheatfield Valley Golf Course in Williamston (near Lansing). Details to follow, but **SAVE THE DATE!**

AUGUST 7, 2020 GOLF OUTING- Westran Memorial Scholarship Outing at Hawk Hollow in Bath, MI (outside Lansing). Register Online: www.Westranscholarship.org

ALL INDUSTRY DAY – we are planning to gather for our annual meeting in November with elections and 2020 Conferment for new designees. More info to follow. **ALL BOARD POSITIONS ARE OPEN- consider running for a Board position for 2021. If you have questions, call any Board member.**

If you are involved in an insurance organization, and want to partner with our Chapter on future events, please contact: Heidi Muglia (Heidi.muglia@ally.com) or Renee VanderHagen (renee.vanderhagen@cfins.com)

INSURANCE SPOTLIGHT: Introducing William (Wally) Poirier, Ally

Wally earned his CPCU in 1996 and is the National Training Director for Ally, first in its Mt. Laurel NJ office, and now in Detroit. Wally is passionate about infusing Ally employees with the knowledge of the ever-changing and challenging insurance industry. And Ally employees respond to the opportunities. (Wally has 32 designations himself!)

For 2020, 15 employees have completed the CPCU and about 30 more are progressing through the program. About 14-15 more plan to begin the designation. Ally pays for the study materials, and testing, CPCU Chapter dues, and for the trip to the conferment ceremony.

Wally advises potential students about the career boost that a CPCU designation can give to a person working in just about any area of Ally. In fact, having a CPCU is required if you are on the P & C sales team, and strongly recommended if you are in underwriting. At Ally, though, there are employees in property & casualty, customer service, risk management, reinsurance, finance and pricing who are pursuing the CPCU.

What is it about the CPCU that gives the competitive edge to someone with the designation? Wally sees how it gives confidence to both the person with the CPCU, and the customers who work with CPCUs. Going through the program helps to “organize” the information about the insurance industry which the designation touches on, and helps in the development of key management qualities. In fact, the CPCU materials are the “backbone” of his training curriculums.

Wally credits Ally’s CEO with developing an “ownership” mentality at the company by promoting continuous industry education. Ally provides up to \$10,000 per employee for education (not just the CPCU), including helping employees pay back student debt or with college savings for family members.

We want to recognize all that Ally and Wally are doing to support and promote the CPCU in the Greater Detroit area. Thank you!

Encourage your colleagues to pursue the CPCU!



IN MEMORIAM
DON BEDARD
July 10, 1929 - April 12, 2020
Past Chapter President
1986-1987

Let’s think about ...ETHICS

ETHICS - (noun) moral principles that govern a person’s behavior or the conducting of an activity.

We were unable to go forward with the scheduled Ethics presentation in March, but here are a few thoughts:

People who want to develop ethical careers should consider a 3 stage approach: (1) prepare in advance for moral challenges; (2) make good decisions in the moment; and (3) reflect on and learn from moral successes and failures. We tend to overestimate the “virtuousness of our future selves”; but we can counteract this bias by understanding our personal strengths and weaknesses. Consider “if-then planning”: If “x” happens, then I will do “y”. This forward thinking helps when having to make decisions in the moment.¹

No company code of conduct can cover every ethical situation, so it’s up to the individual to do what is right. Leaders must demonstrate corporate integrity to build an ethical atmosphere. One bad decision can create negative publicity that will be difficult to overcome. So it is important to recognize those in a company who demonstrate the ethical behavior that is desired. We need to celebrate displays of outstanding integrity, and make it the fabric of every company’s culture.²

¹ From “Building an Ethical Career” by Maryam Kouchaki and Isaac Smith, Harvard Business Review, Jan-Feb. 2020

²From “How to Cultivate Ethical Leaders”, by Theresa Agovino, Oct. 30, 2018, Society for Human Resource Management.

SAVE THE DATES:

THURSDAY JULY 30TH GOLF OUTING
WHEATFIELD VALLEY GOLF COURSE IN WILLIAMSTON (NEAR LANSING)
WITH FELLOW MICHIGAN CPCU CHAPTERS
AND
FRIDAY AUGUST 7TH FOR THE
30TH ANNUAL ROY WESTRAN MEMORIAL GOLF OUTING
(INSURANCE INDUSTRY SCHOLARSHIP GOLF OUTING)
BATH (NEAR LANSING)

INTEREST GROUPS WITHIN THE CPCU SOCIETY

One of the many benefits of membership in the CPCU Society is the ability to join an INTEREST GROUP, of which there are several. Check out the CPCU Society's main web site, and go the GET INVOLVED tab at the top of the page. Here is the current list of groups:

Agent/Broker
Claims
Coverage, Litigators, Educators, & Witnesses (CLEW)
Information & Technology
International Insurance
Leadership & Managerial Excellence
Loss Control
Personal Lines
Professional Experience Resource
Regulatory & Legislative
Reinsurance
Risk Management
Underwriting

These smaller focus groups are a great way to network with others across the country, and learn from others in the industry. If you are curious about another area of insurance, joining one of these groups will put you in touch with what's trending in the area, and with talented folks who know the area of interest. They are meant to be collaborative groups that members can turn to as a resource for information. But they also offer leadership opportunities. There is something here for everyone!



SAW THIS POSTED ON THE CPCU INTERACT CHATBOARD (mentioned earlier in newsletter..Check it out!)

As we start to return to the formal workplace...a little COVID humor that made me laugh:

- I hope they give us two weeks notice before sending us back out into the real world. I think we'll all need the time to become ourselves again. And by "ourselves" I mean lose 10 pounds, cut our hair, and get used to not drinking at 9:00 a.m.
- Breaking News: Wearing a mask inside your home is now highly recommended. Not so much to stop COVID-19, but to stop eating.
- I stepped on my scale this morning. It said: "Please practice social distancing. Only one person at a time on scale."
- Not to brag, but I haven't been late to anything in over 6 weeks.
- Day 37: The garbage man placed an AA flyer on my recycling bin.
- People keep asking, "Is coronavirus REALLY all that serious?" Listen y'all, the churches and casinos are closed. When heaven and hell agree on the same thing it's probably pretty serious.
- Never in a million years could I have imagined I would go up to a bank teller wearing a mask and ask for money.
- Putting a drink in each room of my house today and calling it a pub crawl.
- Coronavirus has turned us all into dogs. We wander around the house looking for food, we get told "no" if we get too close to strangers, and we get really excited about going for walks and car rides.
- The dumbest thing I've ever bought was a 2020 planner.
- I was in a long line at 7:45 am today at the grocery store that opened at 8:00 for seniors only. A young man came from the parking lot and tried to cut in at the front of the line, but an old lady beat him back into the parking lot with her cane. He returned and tried to cut in again but an old man punched him in the gut, then kicked him to the ground and rolled him away. As he approached the line for the 3rd time he said, "If you don't let me unlock the door, you'll never get in there."

**Seriously, though, we hope you and your family and friends are all staying well, and continue to be vigilant over the next several weeks.