

Auto Pride Collision



Continuing Education for Insurers



"Ethical Case Studies for Insurers"



Flushing Training Center

6034 Pierson Rd
Flushing, MI
48433

Wednesday, November 30th, 9 am -12 noon

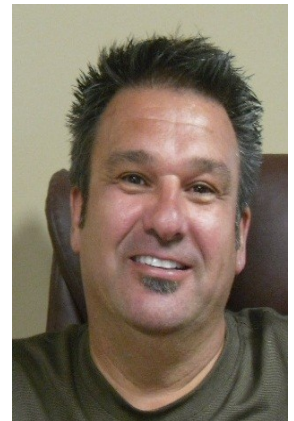
Course Content

"Ethical Case Studies for Insurers" is an interactive course that seeks to reinforce the importance of ethics within the insurance profession while identifying core values and principles (honesty, integrity, serving the needs of the client, avoiding conflicts of interest, obeying the law, showing care and respect for others) that impact an agent's ethical decision making process. Working on case studies in small groups and together as a class, Agents will engage in moral deliberation about ethical situations that can occur within the industry. In addition to learning through the Instructor's lecture and presentation, agents will also gain knowledge from each other's experiences and perceptions as they work through unique and challenging case studies. Practicing ethical logic through utilization of a four-step moral reasoning process, agents will improve their performance as they face real ethical situations throughout their career.

Presentation compliments of **Auto Pride Collision**

3 CE Credits

Lunch will be served at 12 pm



Mark A. Bono

About The Instructor;

Mark is the Business Development Manager for Auto Pride Collision, he has over 30 years experience in the collision industry, including 13 years instructing collision repair technology for I-CAR (a technical training organization) and collision repair management and insurance agent continuing education for PPG's MVP and Certified First Programs. Mark has seats on General Motors Fixed Operations, St Clair Tech Collision Repair Program and Baker College Collision Repair Program Advisory Committees.

Seating is limited! Reserve your seat, register by November 23

Call 810-733-3009 or Fax Registration to 810-733-2027