



Training Courses Available to Insurance Associations or In-House Programming		
Hours	Course	Description
2	Navigating the Workers' Compensaton System #38715CG020	Overivew of WC- Administration, Underwriting, Claims, Loss Control
2	Managing E&O Through Customer Service #40988CG02	Customer Service Techniques to reduce E&O Exposures
3	Managing Errors & Omissions Exposures #42288CG030	Basic E&O Prevention Program
2	Ethics in the Insurance Industry #42287CE020	Meets the Texas Ethics and Consumer Protection Requirement
3	Navigating Texas Experience Rating #40389CG030	Experience Modification System; Promulgation of the Modifier - detailed
1	Impact of Networks on Texas Workers' Compensation #44641CG01	Understanding Employer and Employee Responsibilities with a WC Network
2	The Basics of Nonsubscription #45165CG02	Basic Review of the Differences Between Nonsubscription & WC
4	Workers' Compensation Basics - Filing Pending	More detailed presentation of the various aspects of WC/ Policy Underwriting/Pricing/Exp Mod/ Loss Control/Claims Processing/HB7/Fraud Alerts

Non CE Training Courses Available to Insurance Associations or In-House Programming		
Hours	Course	Description
1.5-2.0	Understanding Working Personality Styles	Understand and Embrace Different Working Styles
2	Setting Goals and Objectives	Take a producer through the goals & objectives process
1	Time Management Techniques for a Producer	What are you doing with your time?
1	Balancing Your Life	Techniques to ensure a balance between work/family and spirit
1.5	Stress Management	Stress - whose got it and what to do with it
3.5	Customers for Life Part I of Two Part Certificate Program	Complete Customer Service Program - Listening Skills; Working with Different Personality Types, Communication Skills
3.5	Customers for Life Part II of Two Part Certificate Program	

Training Courses - IN DEVELOPMENT		
Hours	Course	Description
2	Experience Modification Worksheet Review	Review of the Experience Mod Worksheet w/hands-on Completion
1	Preparing for a Workers' Compensation Audit	How to help the policyholder prepare information for a WC Audit
1	How to Use Loss Control	How to help the policyholder utilize loss control services and information available
2	The Workers' Compensation Claims Process	Overview of the WC Claims Process with Tips on How to Help the Policyholder Improve Claims