



Iowa ChapterGram

CPCU Society Iowa Chapter

April 2003

www.cpcu-iowa.org

2002-2003 Officers

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MESSAGE FROM THE PRESIDENT. . . .

Our March seminar on Privacy, Fraud, Ethics & You was a huge success. We had 4 excellent speakers and excellent attendance from our membership and the other co-sponsoring organizations. Thanks to **Judy Brannon** for putting together such an impressive panel of speakers. Thanks also to DMAIFA (Des Moines Association of Insurance and Financial



Advisors), SFSP (Society of Financial Service Professionals) and Drake University's Kelley Insurance Center for co-hosting this seminar. Also, special thanks to Allied Insurance Companies for sponsoring the speakers dinner the evening prior to the seminar.

Are there ever things you take for granted because it always happens, happens on time and happens correctly? For instance, I always know that when I get to work in the morning, hot coffee will have been prepared so I can grab that first cup on my way to my desk. I've never really given it much thought that someone does the coffee preparation every morning so it is ready before everyone gets into work.

Perhaps you've never given much thought to your CPCU ChapterGram. It is done professionally each month, contains pertinent information and is delivered to you on time so you can get information on upcoming CPCU events. I'd like to extend a big thanks to **Jody Ochsner** who has been our ChapterGram editor for the past 2 years. There is a lot of work that goes on behind the scenes to get the ChapterGram published each month and it is something that benefits our entire membership. Thanks to Jody for all of her hard work!

Our April meeting is scheduled for April 17th. Karen Wassather, our Leadership & Professional Skills chair will be presenting 'Leadership Lessons from the Apple Fire'. The April meeting will also include a brief business meeting, including election of officers and directors for the 2003-04 term. Hope to see you there!

Future Meeting Dates, Location and Topic

April 17, 2003	Des Moines Golf & CC	Leadership
May 15, 2003	EMC Insurance Companies	Installation of Officers Guest Speaker: Terri Vaughan
May 22, 2003	Drake University Olmsted Center	Iowa Insurance Hall of Fame Induction
June 12, 2003	Legacy Golf Club Norwalk, IA	Golf Outing

CPCU Society National Leadership Institute

Make the commitment to "Insure Your Success" by attending the CPCU Society's spring National Leadership Institute (NLI) in Tampa, Florida, on May 8 and 9. This is the premier educational event for industry professionals seeking leadership skills.

With top-notch courses in communication skills, finance, project management, resilience, and facilitative leadership, the National Leadership Institute can help you develop skills needed to succeed in today's competitive marketplace. By completing four of the five core courses, you will earn the National Leadership Institute Certificate of Completion. Additional leadership courses have been added this year, with topics including time management, coaching, and conflict resolution.

The deadline for NLI registration is April 30, 2003. For details, refer to the February/March issue of CPCU News or access the information on the Internet at <http://www.cpcusociety.org/> in the Learning Center section.

A Mentoring Success Story

by Karen Wassather, CPCU,CIC

The origin of the word *mentor* dates back to ancient times. You may recall reading Homer's epic story of the Trojan War in your high school or college literature class. (Okay, maybe you don't remember; in that case, you will have to trust me on this one.) In Homer's classic story, the son of Odysseus had a tutor named Mentor. Since that time, the word *mentor* has been used to describe one who is a trusted counselor or guide. Today, we think of a mentor as someone who can be depended upon to share personal insights and provide guidance and support. The goal of a mentor is to enhance the performance or career development of another.

Rowena Crosbie, President, Tero International, offered a short presentation on Mentoring to the Iowa Chapter of CPCU on April 18, 2002. Rowena explained the five roles a mentor is frequently asked to assume. The roles include: champion, role model, teacher, counselor, and fan (or cheerleader). Each role is unique and requires a basic level of skill. If you missed that session and would like to read more about the five roles of a mentor you will find this information posted on our Website: www.cpcu-iowa.org.

Shortly after the April meeting, Jennie LeGates phoned to ask if I would be willing to serve as a mentor. Those of you who know Jennie will not be surprised to learn that I found myself phoning my protégé by the end of the business day. I was very flattered to be invited to serve as a mentor. However, after having listened to Rowena's presentation I did have a ripple of uncertainty flow through me. I didn't feel there was anything particularly unique about me and I wasn't sure what special advice, counsel, or insights I could possibly share with the woman who had requested a mentor. Because of a quirky part of my personality (which has gotten me in over my head on occasion) I decided to just plunge right in and see what developed.

Over the course of the year, Janet Corrigan (my protégé) and I met on a handful of occasions, during the lunch hour. We found we shared some similar experiences and had a wealth of things to talk about. Over lunch at Mondos one day, I asked Janet (who was employed at Wells Fargo at that time) how she happened to make the transition from insurance to financial services.

Janet explained that at the time she was in the process of relocating to Iowa from the West Coast and there were not many positions available in Des Moines in her area of specialty. So she cheerfully accepted an interesting position with Wells Fargo. Janet stated she chose to join our local CPCU Chapter so she could maintain her connection with the insurance industry.

Over the course of the year, Janet continued to work toward completing her coursework and was ultimately awarded her CPCU designation in 2002. At the I-Day event, I happened to be speaking with two executives who were lamenting the fact that there seemed to be a shortage of experienced commercial lines candidates available. A little light flickered on in my brain, and I happened to mention Janet's situation. I was given the go ahead to let Janet know about a position available at Continental Western Insurance Company. I

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passed the information on, and today Janet is thrilled to be working in the insurance industry in her area of specialty. I am equally thrilled because Janet is delighted to be doing what she loves to do. Needless to say, this entire experience was extremely rewarding for Janet and for me.

As a result of our shared experience, Janet and I urge each of you to contact Jennie LeGates to add your name to the list of individuals who are willing to serve as a mentor. Jennie says a tremendous need for mentors currently exists within our Chapter. If you feel inspired to serve your Chapter in this way, swallow that ripple of uncertainty and jump right in. You will be glad you did!

Open Positions

Have you been a CPCU for a number of years, but never been actively involved? Are you a new CPCU and want to become more involved in our Chapter? Now is the time for you to become an 'active' member of the Chapter. There are currently some open positions that need to be filled. To learn more about the open positions, please contact JoAnn Olson at 515-225-5931, jaolson@fbfs.com or Dennis Forsythe at 515-226-6702 dforsythe@fbfs.com.

CPCU Annual Golf Outing

The annual CPCU Golf Outing is scheduled for June 12, 2003, at the Legacy Golf Club in Norwalk. In past years, the golf outing has been held in May. However, the weather hasn't been very cooperative for the May outing. So, it was decided to try for June. Even though it is a month later than in the past, now is the time to put the date on your calendar.

Not only is a new date being tried, but the event has been scheduled for a new location. The Legacy Golf Course in Norwalk is a relatively new course. It's possible that many of you haven't had a chance to try it out. Well, now is your chance. A large turnout is still needed in order to fill all of the spots. The format will still be a best ball format with a shotgun start. You can build your own foursome or we can build one for you.

Proceeds from this event will be donated to Farm Safety 4 Just Kids. Look for the registration information in the next ChapterGram. In addition, we will be looking for sponsors of either a hole or a special event (i.e. longest drive, shortest putt). We are looking forward to another great event!

Fire Safety Trailer

Spring is sprung; the grass is riz; I wonder where that Fire Safety Trailer is! If all you can think about is throwing off your winter coat, fuzzy bunnies, and spring daffodils, we have a lot of attitude and priority adjustment to do in April!!

The trailer will be back this spring, and the Iowa Chapter of CPCU will again volunteer to help staff the fire safety trailer ("house"). You soon will be needed to help the various municipal fire departments teach lower elementary children how to safely handle escaping and notifying authorities in case of a fire. If you have never helped before, don't worry. You receive on-site training to help children down the ladder, call 911, etc. This experience helps the children work through their fear by educating them in what to do should they be caught in a burning building.

Remember, these opportunities are not limited to CPCU members; spouses and others in the insurance community are welcome to volunteer. Invite a co-worker or family member to join you. The time commitment is 2 to 2 1/2 hours per session. When you see how the children gain confidence in being able to escape, dial "911", and explain their address or predicament, you will understand why the fire safety house visits are so important. Sharing in their education puts CPCUs on the front line in reducing casualties and achieving fire safety in our communities. What better insurance!

The fire departments would LIKE to have 3 -4 volunteers at each site. This seems like a lot of people when you see 4 or 5 firefighters in addition to the volunteers. However, in the past the department has received fire calls while at the school, and the firefighters have to leave! With enough of us there, we can finish the session.

This is a notice to alert you that you may receive an urgent e-mail message asking for your help on very short notice. We have no schedules yet. However, last year it was in May that we were needed. There should be a schedule in the May ChapterGram. Just be alert to any early requests coming by e-mail from your company contact.

IOWA CHAPTER CPCU SOCIETY MEETING –

Topic: Leadership Lessons from the 'Apple Fire'
Speaker: Karen Wassather
Date & Time: Thursday, April 17, 2003, 11:30 a.m.
Location: Des Moines Golf & Country Club, West Des Moines
Cost: \$19.00 per person

Leadership Lessons from the Apple Fire contains a message that is fascinating and of great significance for anyone who influences or leads others. CPCUs are consistently recognized worldwide for their leadership, high ethical standards, and outstanding professionalism. As leaders in our profession, it is our responsibility to learn all we can from others who have led teams under extremely challenging and life-threatening circumstances. Learn what these individuals did to get maximum performance from their team members.

Questions to: Dennis Forsythe (515) 226-6702
dforsythe@fbfs.com

To enable us to have an accurate count for food purposes, **please call, fax, or e-mail reservations by April 14, 2003** to:

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Make checks payable to: Iowa Chapter – CPCU

Mail checks to: Jeff Baker, CPCU
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Name(s): _____

Company: _____ Total Enclosed: _____
Cost: \$19 per person