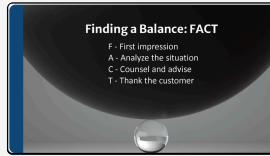


IAIP's Associate in Client Relations program

Develop your professional brand with essential client relations expertise.



BALANCING
FACTS &
FEELINGS



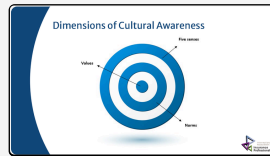
ETHICS



MANAGING TIME
& STRESS



PROFESSIONAL
COMMUNICATION
SKILLS



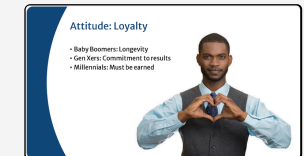
CULTURAL
COMPETENCY



EXCELLENCE IN
BUSINESS
ETIQUETTE



NEGOTIATION
SKILLS & CONFLICT
RESOLUTION



UNDERSTANDING
GENERATIONAL
DIFFERENCES



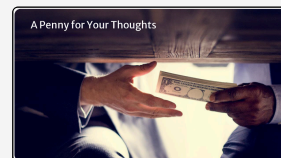
CREATING AN
OUTSTANDING
CLIENT EXPERIENCE



EXCELLENCE IN
BUSINESS WRITING



OVERCOMING
CLIENT COMPLAINTS



DEVELOPING
CLIENTS FOR LIFE



LISTENING WITH
INTENT

COURSE HIGHLIGHTS



ACR PROGRAM SCHEDULE



July 24, 3PM ET - Negotiation Skills & Conflict Resolution (2 hrs)

Aug 5, 4PM ET - Developing Clients for Life (2 hrs)

Sept 18, 3PM ET - Excellence in Business Etiquette (2 hrs)

Oct 24, 4PM ET - Managing Time & Stress (2 hrs)

Nov 5 & 6, 4PM ET - Professional Communication Skills (4 hrs)

Dec 11 & 12, 4PM ET - Listening with Intent (4 hrs)

2025

Jan 2025 – Overcoming Client Complaints (4 hrs)

Feb 2025 – Balancing Feelings & Facts (4 hrs)

Mar 2025 – Understanding Generational Differences (4 hrs)



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