

2023 EXCELLENCE IN INSURANCE EDUCATION AWARD RECIPIENTS

The Excellence in Insurance Education award recognizes state associations and staff who have made significant contributions to insurance education for members and the industry. Through a variety of traditional and cutting-edge professional development programs, recipients of this award have proven their dedication to promoting quality insurance education and the Big 'I' Agent Development Group is proud to honor them for their accomplishments.

DIAMOND ELITE*

**States that have achieved Diamond status for 10+ years in a row*



Florida

Five-time Diamond Elite recipient Florida's focused on providing 10 hours of CE as a member benefit to *each* agency member of the state association. A course catalog with 4 classes is offered monthly to every licensed agent to earn CE. Courses are offered in-person, as live webinars, webcasts, and much more. Providing education offerings in multiple formats has made content more accessible to members.

Kansas

As a two-time Diamond Elite recipient, Kansas has a Professional Development Committee dedicated to helping members evolve and creating opportunities where education is easily accessible. In 2022, at their Annual Convention, attendees could walk away from the three-day event earning up to 15 CE credits (which is approximately 84% of credits needed for Kansas license renewals). The association has focused on delivering high-quality education offerings and primary resources for agents to highlight the significant value of membership.

Maine

Maine, achieving Diamond Elite status for the second year, continues to expand learning opportunities to help serve the needs of its members. An instructor who lives and works part time for an agency in the state is bringing even more credibility to education offerings by leading National training programs. The association also hosts live webinars, on demand learning, and custom classes at agency offices as requested.

Massachusetts

As a two-time Diamond Elite winner, Massachusetts has expanded their talent and recruitment strategy. They created The New Agent Training Program to support agencies with acquiring new talent from outside the industry. The association has also expanded their hybrid course offerings and continues to support agents as they earn their AILP designation, with over 240 individuals in the process of earning this designation.

Nebraska

Achieving Diamond Elite status for the second time, Nebraska has focused on delivering content that is driven *by* members and *for* members. Throughout the year, there were two in-person conferences attended by over 600 people, 19 CISR programs for over 260 people, 17 Pre-Licensing training sessions, multiple Lunch N Learns, and a 12-month Elite Sales Force Academy program.

DIAMOND ELITE

Continued...

New Hampshire

New Hampshire, reaching Diamond Elite status for the second time, continues its success with many educational offerings including the ACSR, AAI, and CRIS designations. Professional Development Days, hosted annually by the association, provide multiple days of varied educational opportunities. The first two days are completed fully online, and the third day offers both in-person and virtual options for attendees.

New Jersey

In its second year as a Diamond Elite recipient, a well-rounded and vital education program is what New Jersey brings to its members. The association offers multiple online courses, including pre-licensing classes, designation programs including ACSR, AAI, CRIS, and MLIS, and a whole host of content from entry level to complex technical and management seminars meeting the educational needs of all its members.

New York

Four-time Diamond Elite recipient New York continues to build on its past success. The reach of the state's 'Big 'I' New York Leadership Academy' last year launched 'Leadership Academy Two' for graduates of the program to continue connecting. 'Mastermind' was also created as a monthly touch-point for anyone who wants to continue to learn, network, and engage with fellow Leadership Academy graduates.

North Carolina

As a three-time Diamond Elite recipient, North Carolina has expended their InsurAcademy Program to provide top quality candidates to member agencies. This program provides licensing education, CSR training, and now agency training. The state has also installed and implemented hybrid technology in the main office to support member learning experiences.

South Carolina

In its third year as a Diamond Elite recipient, South Carolina is dedicated to increasing the number of trained CSRs entering independent agencies. They led an InsurAcademy program for six weeks that trained participants through a completely virtual pre-licensing class. Additional topics part of the training included business communication skills, E&O training, diversity and inclusion, client relationships, and much more.

Virginia

Achieving Diamond Elite status for the second time, Virginia has transformed their educational offerings over the past few years to meet member needs. This includes various hybrid classes and in-person trainings. Many courses are offered on-demand and in-person P&C Pre-Licensing classes are scheduled for individuals to attend every other month.

Washington

As a first-time Diamond Elite recipient, Washington focused on offering classes that members were asking for. Classes were offered in-person, through webcasts, and live webinars. One of the live webinar topics is E&O loss control, which addresses the fundamentals of reducing E&O exposures in everchanging agency operations.

DIAMOND

Arizona

Eight-time Diamond recipient Arizona found success with hybrid courses, new content, and continuing to put students first throughout the year. Last year, the association introduced P&C Pre-Licensing courses. Based on the success of the courses, they will be offered again multiple times in the future.

Colorado

Five-time Diamond recipient Colorado re-launched its talent development program. Through the program, there was one person who enrolled in pre-licensing who was brand new to the insurance industry. The association also had over 100 people attend an online CE day.

Connecticut

For the first time, Connecticut is a Diamond recipient. Big 'I' New York manages Connecticut's education program, and this second-time applicant earned a Gold level award. The Annual Convention 'CONNECT22' held in November was well attended, well received and offered three LRE CE credits. One speaker included the New Deputy Superintendent of Insurance, an expert on Emerging Issues, and a panel discussion on Cannabis exposures and laws.

Delaware

As a seven-time Diamond recipient, Delaware's biggest success from the year was their inaugural Women's Conference. The conference focused on the growth and leadership of women in the industry. The event sold out in just a week and brought together 150 individuals from Delaware and Pennsylvania.

Illinois

Eight-time Diamond recipient Illinois transitioned most of their classes to hybrid and attendance increased significantly. In January, the association hosted an Education Symposium and offered multiple new classes throughout the year. The association focused on ensuring instructors are meeting the needs of in-person and online students through seamless integration of hybrid technology.

Indiana

First-time Diamond recipient Indiana moved the state's CIC, Ruble, and CRM programs totally online. Doing so not only increased attendance numbers but also freed up staff time and allowed for more seamless and consistent marketing efforts. Facing the year's challenges with a renewed commitment to 2022 and beyond, the state is poised for even bigger and better things in the future.

Kentucky

Being a seven-time Diamond recipient, Kentucky has focused on offering quality CE classes. Courses are offered in-person, through live webinars, and on-demand. Through courses, members also learn about what is going on in the legislature and how it will affect their agency. Simulcast technology is used at conferences and Road Shows to meet more members where they are.

Louisiana

Seven-time Diamond recipient Louisiana implemented the CLCS program into their catalogue and expanded their New Hire Training with New Level Partners by adding three new bundles approved for CE. The association is focused on providing a personal approach to learning that helps agencies thrive – whether through in-person or online – education is tailored to events and attendees.

Maryland

Maryland has received the Diamond award for the second time. The biggest success during the year was utilizing Associate Partners to develop content and offer more CE offerings to association members. Looking at the interests of members, the association partnered with Kite Technology Group to develop a Cyber 101 course that will be offered online.

Michigan

For the eighth year in a row, Michigan achieved Diamond level. The association focused on connecting with members again. In-person classes are offered with every program. Classes are available to other states as well, and the main conference room has been upgraded with the latest technology to offer webinars for all in-house classes.

Minnesota

Minnesota, earning a Diamond award for the third year in a row, focused on offering virtual events more frequently. The state hired its first Virtual Professional, Alina, who supports with everyday tasks and administration. Having Alina join the team has helped expand the delivery of courses and allowed for a second education staff to join the team.

Montana

Earning a fourth Diamond award this year, Montana worked to make sure members could access CE online through IIAMT. The association expanded their ABEN catalogue to help cut down on travel and related costs. Due to the geographical size of the state, the growth of the online catalogue has made CE more accessible to its members.

New Mexico

Eight-time Diamond recipient New Mexico expanded their library of live, virtual courses in pre-licensing, CE, and professional development. The association also partnered with a local carrier and offered a free Risk Management Walking Tour of a major construction job. After the tour, individuals gathered in a private suite and heard from a panel of the carrier's claims, underwriting, and loss control managers. Attendees listened to how they analyze, evaluate, and negotiate terms on a large risk filled with multiple different exposures.

Ohio

Four-time Diamond recipient Ohio implemented a brand new learning management system in 2022. The new platform was carefully vetted, researched, and designed to support the needs of members. So far, the system has gotten great feedback and has expanded education offerings of the state association.

Oklahoma

Nine-time Diamond recipient Oklahoma hosted an online Fall Conference. During the conference, three hours of general CE courses were offered to participants. By partnering with ABEN, topics covered included cyber insurance, virtual assistants, and cannabis. Sessions were pre-recorded, but speakers were present through the ABEN online chat and could connect directly with attendees.

DIAMOND

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Oregon

In its eighth year as a Diamond recipient, Oregon was able to return to in-person events which reignited member interest and participation. The association will continue to expand in-person opportunities to bring members together, but also offers webinars, online self-study, and custom 'in-house' instruction for agencies and members, depending on what type of platform they are looking for.

Pennsylvania

Seven-time Diamond recipient Pennsylvania offers CIC Institutes and Graduate seminars in a hybrid environment. The association purchased equipment and broadcasts the video feed of the on-site staff. The webinar platform is outsourced through a third party to provide technical support and general administration for these hybrid courses offered to both Pennsylvania and Delaware.

Rhode Island

Rhode Island, reaching Diamond level for the second time this year, offered education in a variety of new and traditional formats. Members were offered various options to maintain their licenses and take advantage of loss control programs. The association partnered with the Vermont association to share expenses and improve opportunities to learn among members of both states.

Tennessee

Four-time Diamond recipient Tennessee focused on improving hybrid offerings in 2022. The association invested in state of the art technology – including cameras, audio equipment, and software – to host premier hybrid events from the Nashville training center. The current classes are mainly CIC and CISR through National Alliance, along with webinars offered through ABEN.

Texas

Five-time Diamond recipient Texas created a three-day Producer Development Program. When promoted, there was little engagement, so the event was transitioned into a 27-hour virtual, on-demand program. This program included a KOLBE assessment and provided registration to a new program, KOLBE Advantage, a monthly workshop hosted by the state association.

Vermont

Vermont, reaching Diamond level for the sixth time this year, partnered with Rhode Island to offer education in a variety of new and traditional formats. Members were offered various options to maintain their licenses and take advantage of loss control programs. By partnering with a neighboring association, Vermont was able to share expenses and improve opportunities to learn among members of both states.

GOLD

Alabama

Alabama earned Gold for the eighth year in a row and offered a CIC Ruble graduate seminar at a remote location. The association plans on conducting a similar program in the future that is offered to all members and non-members. Alongside this program, the association offers in-person, hybrid, and online trainings.

Iowa

Iowa, achieving its second Gold level award this year, continues to embrace a shift towards online education to bring more offerings to its members. A focus on quality over quantity is a longstanding theme that has served the state's education program well and will continue to do so as the program evolves into the future.

Missouri

As a Gold level award recipient, Missouri is focused on expanding hybrid course offerings. Last year, the association invested in hybrid equipment for their meeting space. The goal is to increase attendance and accessibility of courses to members that have not been offered before.

Nevada

In its second year as a Gold level award recipient, Nevada continues to be the main resource for independent insurance education by offering several webinars and classes through ABEN and the Big 'I' Virtual University, CIC, and CISR through Oklahoma and local Programs. In 2022, Nevada launched 'Leadership Superpowers,' four sessions targeting emerging leaders to highlight their superpowers and empower them to succeed.