

# CIC Agency Management Institute

Webinar – October 15-16, 2025

## Wednesday, October 15, 2025

7 AM - 8 AM

Registration

8 AM – 12:15 PM

**SESSION 1**

**Strategic Planning**

Bettye Hutchison

12:15 PM - 1:15 PM

Lunch - On your own

1:15 PM - 5:15 PM

**SESSION 2**

**Talent Acquisition and Development**

Bettye Hutchison

5:15 pm – 5:30 PM

**Exam Briefing**

## Thursday, October 16, 2025

8 AM - 10 AM

**SESSION 3**

**Client Retention and Acquisition**

Bruce McCreadie

10 AM – 12 PM

**SESSION 4**

**Technology Utilization**

Bruce McCreadie

12 PM - 1 PM

Lunch - On your own

1 PM – 2PM

**SESSION 4**

**Technology Utilization (Cont'd.)**

Bruce McCreadie

2 PM - 5 PM

**SESSION 5**

**Ethical Responsibility**

Bruce McCreadie

Examination

**Monday, October 20 through-Thursday, October 23, 2025**