

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