

CSR Development Program

Commercial Lines

FOR AGENTS AND BROKERS

The Customer Service Representative (CSR) Development Program delivers comprehensive insurance industry training combined with customer service and sales skill development. Designed specifically for this busy, fast-paced role, the CSR Development Program provides initial training for new commercial lines CSRs and opportunities for current CSRs to step up performance.



Commercial Lines AINS 23

Commercial Insurance Education

Sales Skills for CSRs

Commercial Lines Product Training

In-Office Agency Mentor

VIRTUAL FORMAT

Three 12 week sessions to choose from:

- 1** January 23 – April 12
Application Deadline: December 28, 2018
- 2** May 22 – August 9
Application Deadline: April 26, 2019
- 3** September 18 – December 6
Application Deadline: August 23, 2019

Tuition: \$899

Registering is easy – [APPLY ONLINE TODAY](#)

CSR Development Program Contact:

Louise Byrnes
Senior Training Specialist
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What to expect:

- Dedicated learning time during office hours is required; 6–10 hours per week.
- A mentor assigned within the agency to act as a resource, participate in in-agency practices, and provide coaching; estimated time commitment is 1–2 hours per week.

Cancellation policy:

- Cancellations received 10 or more calendar days before the program start date will be fully refunded.
- Cancellations received fewer than 10 calendar days before the program start date will be refunded, minus \$250.
- No refunds are given after the program start date.

See what participants are saying:

“I would highly recommend the training to anyone new or anyone who needs a refresher. My hope is that the program is offered again in our agency to other CSRs.”

– Customer Service Representative

“I have enjoyed and learned a lot from this class [...] it has been beneficial in my day-to-day work with actual clients and assisting the department with their accounts.”

– Customer Service Representative

Apply early as sessions sell out quickly:

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The deadline to apply for the September session is August 23, 2019.