

# Contact Center



## TARGETED DEVELOPMENT

### ACCELERATE IMPACT SUITE

Build a Strong Foundation

Meeting Customer Needs with Insurance and Annuities\*

**LOMA 281**

Improving the Bottom Line: Insurance Company Operations\*

**LOMA 291**

Customer Service for Insurance Professionals

**ACS 101**

Insurance Immersion\*

\* FLMI Level 1 Certificate in Insurance Fundamentals awarded upon completion of LOMA 281 and LOMA 291 or Insurance Immersion

### TALENT MOBILITY SUITE

Develop Broad-Based Knowledge

The Policy Lifecycle: Insurance Administration

**LOMA 302**

Insurance Marketing: Connecting with Customers

**LOMA 321**

Operational Excellence for Insurance Professionals

**LOMA 335**

Risk Management & Product Development for Life Insurance Companies

**LOMA 371**

Impact CX: The Quest

**CX 50**

### STRATEGIC LEADERSHIP

Industry-Focused Executive Development

- Strategic Leadership Experience

### COMPLETE DESIGNATIONS

Enhance Your Personal Brand

- Certificate in Regulatory Compliance Essentials
- Associate Customer Service (ACS)
- Fellow Life Management Institute (FLMI)

## ADDITIONAL DEVELOPMENT ACTIVITIES

### NETWORKING & LEARNING EVENTS

- Industry Conferences
- Contact Center Committee
- Webinars

### RESOURCES — STUDIES & REPORTS

- Consumer Research
- Information Center



Navigate With Confidence