

2010 International Convention
June 9 - 12
Delegates Report

Wednesday - Cheryl & I arrived at the Marriott Gateway Hotel 8:00 a.m. after getting up at 4:00 a.m. and checked into our room, then, went to breakfast with our new friends from Maine Patti & Michelle whom we met at the Airport. Patti was the Region I CWC Contestant who also won the competition. After breakfast the four of us went to the Arlington Cemetery where we spent the morning. Returned to the Hotel for lunch and some down time, while it rained, then in to DC to see the monuments. What a day ended up with blisters on top of blisters.

Thursday - Since I was elected the Region IV Delegate to the International Nominating committee at 7:00 a.m. I started fulfilling my job along with the other eight delegates and 9 alternate delegates. We interviewed the three candidates for International Secretary, along with candidates for Vice President and President Elect. Each Candidate was given an hour and took 45 minutes each. At 4:30 when the Meet the Candidates & Delegates briefing was called to order we hadn't come to a consensus on the nomination for Secretary so we reconvened at 5:30 by the time the first business meeting was called to order at 5:45 we had all agreed and the nominating committee chairman was able to make our presentation. There were two nominations from the floor for secretary.

International President Linda Wilson called the meeting to order at 5:45 p.m. There were 75 first timers, and 161 Delegates Region IV had 16. After the formal opening we started right in on the proposed changes to the Bylaws. There had been several recommendations received and given to the Delegates when they signed in at the credentials desk on Thursday. I will give you more info on the bylaws later as you know reading the e-mail sent out by the convention staff it took three days to go over the entire proposal. The meeting was adjourned at 7:30 followed by the Welcome Reception.

Friday –our CWC competition started the morning at 8:00, which I didn't get to share in as I served on the committee and was assigned to the recovery room. This year we did have nine contestants. After the CWC was over the business meeting was reconvened, there were 164 Delegates Region IV still had 16. Back to the proposed bylaws, this was a very long and involved day as we hit on the two major sticky ones. Election of officers followed the bylaws - Joi Wilson was elected President-Elect, Penny Hayworth-Rich elected as Vice President, and Jane Dench was elected at Secretary.

Keynote Speaker Cynthia D'Amour spoke on being a positive association, doing away with negativity which will help an association grow. We all deal with so much negativity at work that it shouldn't carry over to the association. Members need to speak positively, act positive and have positive programs. She also discussed how to embrace your Lazy Leaders, paint a vivid picture, manage the energy, be an inviter, and hit those hot buttons.

Next was the awards lunch, the e-mail sent out by the staff told you of all the winners. Region IV continues to dominate the Professional Underwriter Award we have won it all three year. Jackie Lindquist from Ft Wayne was the winner.

I attended two workshops the first one was Agents E&O Losses presented by Doug Ruml. One item he stressed was what is your Firm's "Standard of Care" and is it practiced for all clients? Also, to watch what how your website promotes your firm by looking at the language used paying special attention to promises made.

Second one was on Personal Branding, by Gallagher Consulting Group, Inc. Ms Gallagher had us determine what brand we were, then tell why we were that brand. I chose Toys R Us – Geoffrey the Giraffe as I don't want to grow up!!!, next make a list of the descriptors of your personal brand, which should be your key attributes, talents, core value, characteristics, etc.. You should ask your friend/colleagues when you think of me, what top three things come to mind, what is most interesting thing about me. Then you need to determine what your greatest strength is, greatest accomplishment and special interest are. Develop your brand promise, motto or tag line. It is OK to toot your own horn and you should.

Done for the day off to dinner with the members from Columbus & Cleveland at B. Smiths at Union Station, YUM!!!

Saturday – Third & final business meeting 9:00 a.m. We finalized the bylaws and standing rules, YEA!!!!
All the grammatical changes were approved without amendments.

Article III Members Section A 2 was amended by striking out the wording: who are no longer employed in the risk management or insurance industry. This means any member who has been a member for at least 5 years and reaches the age of 65 shall be known as a “Retired Member” and if they wish can pay the retired members dues, doesn’t matter whether they work or not.

Article IV Divisions Section 2 Regions proposed change was defeated. This means that the Board of Directors cannot realign regions.

Article VIII NAIW (International) Board of Directors adding Section 5 was reworded as follows: Abstention from Voting. Any Director deemed to have personal interest in the outcome of any vote shall abstain from voting on the matter. That Director considered to be interested may voice an opinion on the matter which may be considered by the Board in reaching a vote, but the interested director shall not have a vote.

Article XV Amendment of Bylaws Section 1. Amendment A. was amended by adding the wording with a 90 day notice to all members – entire new wording approved was: Any member, local association, council, region, or the Board of Directors may propose an amendment to these bylaws Proposed amendment shall be approved by a two-thirds (2/3) vote of the Board of Directors at any Board meeting with a 90 day notice to all members.

Section 2. Name Change and/or Change in Dues Structure was amended by adding the wording: or realignment of Regions or Composition of the voting body. Which means the Board of directors cannot change the name, dues; realign regions or who can vote at the International convention.

Section 4. Corrections was added giving the Board of Directors authority to make any grammatical corrections as needed.

All the proposed standing rules were approved. This was one time I was totally confused on the process we went through and my wording might be a little off but the bottom line is the Board of Directors didn’t get what they wanted each association still have a vote and they cannot change the name, dues etc as pointed out above, and must give us a 90 day notice on anything else they might want to change or add.

International President Linda Wilson gave her report, she advised that the line of credit applied for in 2007 had been fully paid back, the NAIW Legacy Foundation had paid NAIW (International) back the start up cost, and as we know board furniture was purchased, along with the wall of honor being built. A NAIW Marketing video was approved and can be found on the NAIW website for downloading, 178 associations has lost members, 122 associations grew in size, 850 members have renewed their membership on line as of 6-12, two new 4 hour programs were approved and can be filed for CE, 500 members have participated in the Webinars presented this year, the board is in the process of obtaining a non-gender Designation plus a Young Professional task force was developed. There were other items she touched on as well. The Legacy Foundation raised \$7,300 this year. Meeting was adjourned at 12:00. Off to lunch then at 2:00 I attended the Creating Loyal Clients workshop presented by Region IV member Kathleen Bianculli, she stressed that customer service is more than placing coverage and making any changes the client needs. Superior Customer Service is expressed through relationships and the client experience. We want the client to feel special by giving them a unique experience, anticipate future problems, needs or changes and be proactive.

Saturday night banquet was nothing compared to our Regional banquet, the band was just OK.

Returned home Sunday morning again up at 4:15 a.m.

Sue Shaw, CPIW Delegate