

Management

SM • AIM • AIS

In-Depth Management Knowledge. Real-World Application.

In-depth business knowledge and solid practical skills help to prepare new and experienced supervisors and managers to assume leadership roles and manage people and processes. The Institutes' professional development programs will broaden your knowledge, will expand your capabilities, and will enhance your career opportunities. The Institutes' management programs are:

In-Depth. You will gain a solid foundation in management principles and practices. You will know the “why” of management, not just the “how.”

Practical. When you complete an Institutes' management program, you will have the practical, real-world skills you need for planning, supervising, making decisions, and implementing strategic initiatives.

Relevant. You will possess the practical tools necessary to apply your knowledge to a wide variety of situations across different areas of the organization.

Programs to Help You Succeed.

With the Institutes' management programs, you will:

- Keep pace with a changing business environment
- Build a strong foundation in management skills
- Gain practical supervisory skills
- Learn how to deal effectively with employees
- Build executive support of projects and ideas

- Earn the respect of colleagues and upper management
- Acquire the skills to become an accomplished business leader
- Enhance your career opportunities

What You Will Learn.

Supervisory Management (SM). This certification may help increase your confidence as a supervisor by strengthening your leadership and management skills. With SM you will be better equipped to manage workflows, handle employee issues, and build teamwork.

- **SM 18—Essentials of Supervision.** Learn about the role of the supervisor, the transition into supervision, employment laws, and essential topics such as motivation, leadership, communications, coaching, and conducting meetings.
- **SM 19—Supervisory Skills.** Learn about basic management functions, office automation, work management, appraising performance, time management, developing teamwork, and quality management.

Associate in Management (AIM). Building on your present experience, the Associate in Management designation program will help you manage people and resources better and help you make smart business decisions quickly.

- **AIM 40—Management.** Learn about the primary management functions of planning, directing, organizing, and controlling as well as contemporary management issues such as the use of information in the decision-making process.
- **AIM 44—Human Resource Management.** Learn about human resource management practices, the legal rights of employees, and ways to foster ethical business behavior.

- **AIM 45—Managing Business Organizations Today.** Learn about current business issues and challenges by studying management-related readings. Select readings based on your interest and complete the associated five- or ten-point exam. You complete the course when you earn 150 total points.

Associate in Insurance Services (AIS). The AIS program covers the concepts and practices of continuous improvement to insurance services, including Six Sigma and total quality, to ensure a customer-focused environment. Earn a Certificate of Completion for passing the AIS 25 (Delivering Insurance Services) exam, or earn the AIS designation. See our Web site for details.

For a complete list of course topics, visit our Web site or consult our current catalog.

Get Started Today!

Start with our free educational advising. Log on to our Web site, www.aicpcu.org, and click the “Free educational advising” link under Get Started on the home page. The online advising program helps you evaluate potential areas of interest and select the appropriate courses. And My Progress Tracker, formerly the Web Student Advisor, shows you how your CPCU and IIA exam credits apply to Institutes' programs.

Choose a study method. Most students choose self-study, but instructor-led *Institutes Online* classes are available for CPCU, AIC, and INS programs. In addition, course sponsors hold public classes for certain Institute programs at various locations. Use the Public Class List on our Web site, or call the Customer Support Department.

Read our booklet *How To Pass Institute Exams!*

It provides tips to help you study and prepare for Institute exams. Click "Get Started" on our home page and download a free copy, or call the Customer Support Department.

Talk with your employer. Most employers offer financial support to help you reach your professional and personal goals. Ask your supervisor about your company's education policies and procedures.

Order study materials. Order study materials at our Web site or call the Customer Support Department, which is open Monday through Friday from 8 AM to 6 PM eastern time. We accept American Express, Diners Club, Discover, MasterCard, or Visa. To pay by check, download an order form from our Web site. For additional information, call the Customer Support Department.

Register for your exam. You will receive registration information with your study materials. Be sure to register early. If you have questions, contact the Customer Support Department.

Exam Schedule. You may take computer-based Institute exams in one of four testing windows: January 15–March 15, April 15–June 15, July 15–September 15, and October 15–December 15. Log on to www.aicpcu.org for details.

Questions? For more information about a specific program, exam fees and procedures, or other Institute matters, log on to our Web site or call the Customer Support Department. Remember to request your free copy of our catalog, which explains everything you need to know about studying with us.

You want to succeed. We will help you. The Institutes' programs provide you with the in-depth, practical knowledge you need to succeed.

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