

Courses For Mutual Service Certificate

Communication Fundamentals – Verbal & Non-verbal

Communication Fundamentals – Writing

Dealing with Difficult People

Ethics in the Business of Insurance (General)

Introduction to the Insurance Industry

Introduction to the Mutual System

Privacy & PIPEDA Introduction

Problem Solving

Time Management

Understanding the Role of the Adjuster

Understanding the Role of the Underwriter

Leading and Participating in Effective Meetings (Under Development)

Understanding the Role of the Board of Directors (Research phase)

Understanding the Role of Loss Control (Research phase)

Understanding the Role of Marketing (Research phase)

Understanding the Role of the Sales Professional (Research phase)

**Current as of Feb 15, 2023*