

Sunday April 25, 2010

- 11:30 noon: **Registration Opens**
- 1:00 pm: **Opening General Session**
- 2:15 – 3:15 pm: **Call Training**
Merle Margolese
- The Secrets to Writing More Claims**
Lori Fantini & Mike Capilli
- Starting Your Metro Business**
Art Lattanzi
- Build the Team**
Robert Erwin
- Adjuster Meeting 2010 – Part 1**
ADJUSTERS ONLY
Bill Underkoffler
- Spouse Q&A Meet & Greet**
SPOUSE CLASS
Terry Desher
- 3:35 – 4:35 pm: **The Keys to Recruiting In Business**
Mike Capilli
- The Power of a Policy Review**
Anne Yeager & Pat Sankey
- Teambuilding at Metro – Working with Upline, Downline and Sidelines**
Merle Margolese
- Fire Power – The A to Z Approach**
Jamal Talib
- On Your Way to Retirement**
ADJUSTERS ONLY
Bill Underkoffler
- 6:00 – 7:00 pm: **President's Reception**
- EVERYONE WELCOME -
- 7:30 – 9:00 pm: **Doubling Your Results from a Property Inspection**
Bill Underkoffler
- 9:30 – 11:00 pm: **Team Leader Reception**
- Invitation Only -

Monday April 26, 2010

- 7:30 - 8:30 am: **Goal Setting & Time Management – Part1**
Merle Margolese
- 8:00 am: **Breakfast**
- 8:45 – 9:15 am: **General Session**
- 9:35 – 10:35 am: **Underselling and Overdelivering**
Bill Underkoffler
- How to Increase Your Income Through Overrides & Bonuses**
Stan Mason
- Material and Damage Identification**
(Rep Oriented)
Ken Small & Marshall Mulloy
- A Day in the Life of an Adjuster**
Mike DeRita & Walt Clark
- Partners in Success**
SPOUSE CLASS
Merle Margolese
- 10:55 – 11:55pm: **Building Through Claims & Recruiting**
Mark Gaughan
- Running a Home Based Business...Successfully**
Merle Margolese
- Power Perils**
Mike Capilli
- Corporate Structure and the Certified Training Program**
Art Lattanzi
- Adjuster Meeting 2010 – Part 2**
ADJUSTERS ONLY
Bill Underkoffler
- 12:00 – 1:30pm: **Lunch Break**
- Adjusters Luncheon**
- Invitation Only -

Monday April 26, 2010 (continued)

- 1:30 – 3:45 pm: **General Session**
Keynote Speaker: Michael Clouse
- 4:05 – 5:05 pm: **Mandatory Office Team Leader Meeting**
Art Lattanzi
- The Power of the Flipchart**
Jim Cash
- The Keys to Recruiting In Business**
Mike Capilli
- The Power of Networking**
Merle Margolese
- Professional Presentation & Selling Skills**
Gene Houck
- Adjusting with a Restoration Viewpoint**
Marshall Mulloy, Ray Felix & Bill Underkoffler
- 5:30 – 6:30 pm: **VIP Reception**
- Invitation Only -
- 7:00 – 9:00 pm: **How to Explode Your Business – SPECIAL GENERAL SESSION**
Michael Clouse

Tuesday April 27, 2010

7:30 - 8:30 am: **Goal Setting & Time Management – Part2**
Merle Margoese

8:00 am: **Breakfast**

8:45 – 9:45 am: **General Session**

10:05 – 11:05 am: **The Power of a Claims Rep**
Bob Schmidt

Mastering the One on One Interview
Stan Mason

The Power of a Drive-By
Brian Bell & Ken Small

Managing Your Metro Business
Art Lattanzi

The Power of the BOP (Business Owners Policy)
Mike Capilli

How to Become an Adjuster
Bill Underkoffler & Mike DeRita

11:25 – 12:45pm: **Lunch Break**

Circle of Champions Luncheon
- Invitation Only -

1:05 – 4:00 pm: **Closing General Session**



Keynote Speaker:



Michael S. Clouse

In addition to 50 published articles, internationally recognized MLM Expert Michael S. Clouse has authored numerous books and CD programs on the subject of Network Marketing. Certified as a *Network Marketing Professional* by the University of Illinois at Chicago, Michael's background includes extensive experience in direct sales, MLM systems development, and team psychology.

An experienced success coach and a dynamic educational speaker, Michael has appeared on business radio shows, as well as the occasional television talk show. His weekly newsletter, Nexera e-News, is read by tens of thousands of Network Marketing Professionals world wide.



Convention Schedule April 2010