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 Margolese

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



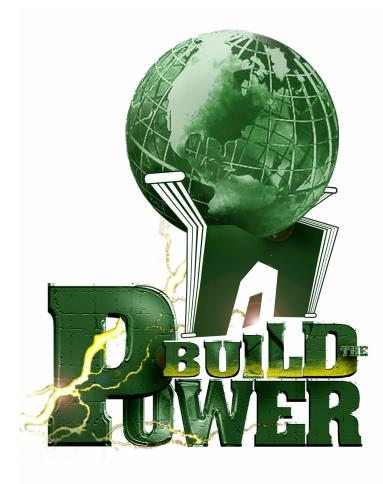
Keynote Speaker:



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