Big I Maryland is pleased to announce that we have partnered with The Agents & Brokers Education Network (ABEN) to bring you the 2020 Virtual Summit - Navigating the New Normal!

This event will take place on September 22 and September 24 to bring you two continuing education courses - E&O Roadmap to Cyber and Privacy Insurance (Part I) and Guiding Tenets of Ethical Leadership. This gives you the opportunity to earn four hours of continuing education credits right from the comfort of your home or office!
Big I Maryland is pleased to offer the 2020 Virtual Summit - Navigating The New Normal with four hours of FREE CE offered on two different days for your convenience.

### Registration Types

2020 Virtual Summit - Big I Maryland Member: **FREE**

2020 Virtual Summit - Non-Member E&O Roadmap to Cyber and Privacy Insurance: **$45.00**

2020 Virtual Summit - Non-Member Guiding Tenets of Ethical Leadership: **$15.00**

### Dates and Times

**September 22, 2020**

E&O Roadmap to Cyber and Privacy Insurance - Part 1 | 3hrs CE
9:00am-12:00pm EST

Guiding Tenets of Ethical Leadership | 1hr CE
1:00pm-2:00pm EST

**September 24, 2020**

Guiding Tenets of Ethical Leadership | 1hr CE
9:00am-10:00am EST

E&O Roadmap to Cyber and Privacy Insurance - Part 1 | 3hrs CE
1:00pm-4:00pm EST

You are able to choose one or both courses on the day you would like to attend. Both classes are offered on both days - September 22 and September 24. You can choose to do one course on the first day and the other on the second day or both the same day. **Please note these courses are approved for Maryland CE ONLY.**
Our world is changing and we as agents & brokers need to help our clients understand the need to protect their businesses as technology impacts exposures in order to do this, we need to understand the exposure and coverage.

A business used to feel fully protected when they purchased Property, General Liability, Auto and Workers Compensation. A variety of emerging issues now require we pay special attention to exposures not adequately covered by the Business Owners or Package Policies.

Guiding Tenets of Ethical Leadership | 1hr CE
1:00pm-2:00pm EST | Sara Bradshaw Ray

Many things play into what individuals consider as "ethical", yet some foundational principles of ethical behavior stand the test of time and even technology. This session includes timeless guiding principles of tried and true leadership ethics as creatively illustrated through the eyes of General Colin Powell, Captain Michael Abraschoff, John Maxwell and other world class leaders.

SEPTEMBER 24, 2020

Guiding Tenets of Ethical Leadership | 1hr CE
9:00am-10:00am EST | Sara Bradshaw Ray

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E&O Roadmap to Cyber and Privacy Insurance - Part 1 | 3hrs CE
1:00pm-4:00pm EST | Millicent W. Workman, Sharon A. Koches

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A business used to feel fully protected when they purchased Property, General Liability, Auto and Workers Compensation. A variety of emerging issues now require we pay special attention to exposures not adequately covered by the Business Owners or Package Policies.
Millicent W. Workman is Director of Training and Education for International Risk Management Institute, the premier publisher of property-casualty insurance references. She directs all of IRMI’s training and education programs, which include its webinars, seminars, insurance CE programs, certifications, and conferences. She also has primary editorial responsibility for Practical Risk Management.

Ms. Workman has an extensive background in risk management and the insurance industry. In addition to consulting on risk management issues, she has served as Director of Risk Financing for Baptist Memorial Health Care Corporation, one of the largest not-for-profit health care systems in the nation, and as Director of Risk Management for Mueller Industries, Inc., a leading fabricator of copper, brass, aluminum, and plastic products. She was also formerly Director of Corporate Risk Management for Belz Enterprises, a real estate development and hotel company based in Memphis, Tennessee.

Ms. Workman graduated magna cum laude, first in class, from Union University, with a B.S. in biology. She received her Chartered Property Casualty Underwriter (CPCU) designation in 1975, the Associate in Underwriting designation in 1979, and has completed two parts of the Associate in Risk Management (ARM) designation.

Ms. Workman is active in the CPCU Society. She served as national President of the CPCU Society in 2005 - 2006 and is a past president and treasurer of the Society’s Memphis Chapter. She also served as chair of the CPCU-Loman Education Foundation Advisory Committee and the chair of the CPCU-Loman Education Foundation. She is active with RIMS, where she served as president of the Memphis Chapter; and Ole Miss Insurance Advisory Board, where she served as the first non-alum chair of the Board and was named Outstanding Supporter of the Insurance and Risk Management Program in 2006.

Business Insurance magazine named Ms. Workman "Risk Manager of the Year" in 1992, one of the "100 Leading Women in the Insurance Industry" in 2000, and one of 80 "Women to Watch" in 2006. She was inducted into The Robert E. Musto Tennessee Insurance Hall of Fame in August 2002.
Sharon Koches, owner/consultant of Managing Performance, LLC is an Insurance Educator, consultant and industry resource. She is also a consultant for Agency Management Resource Group and serves on the National CPCU Society Leadership Council.

Sharon was Vice President of Insurance Operations & Technical Affairs at the Independent Insurance Agents of North Carolina (IIANC). A member of the Senior Management Team, responsibilities included technical affairs, management of IIANC’s Errors & Omissions Program, Group Insurance Program, Market Access Program and the insurance operations for the North Carolina Association of Insurance Agents (NCAIA), an affiliated corporation of IIANC which is responsible for placing the insurance coverage for the State of North Carolina, including state agencies, departments and universities. In addition she was responsible for special projects, creating and instructing educational courses and symposiums, and consulting on agency procedures and technical issues.

Prior to that, Sharon was with The Institutes (previously the American Institute for CPCU and the Insurance Institute of America) serving as a sales executive in the Southern Region, as well as liaison to the Independent Insurance Agents and Brokers of America (IIABA).

Sharon was an account manager, a field underwriting/production position, for Selective Insurance Company’s Alternative Market/Large Accounts Department (SRM). Her other positions at Selective included specialty lines account manager and agency management specialist (small/middle market field underwriting/production). She also handled Casualty Facultative Reinsurance.

Sharon’s background on the agency side includes serving as director of Membership & Member Services and assistant director of E&O for the Independent Insurance Agents of New Jersey (IIANJ). She also held the position of vice president of The Harjes Agency, an independent insurance agency in Flemington, NJ, specializing in CommercialLines and Professional Liability. While at The Harjes Agency, she was a member of the IIANJ’s Board of Directors and served as vice chairman of the Education Committee. She was also Project InVEST state chair.

In 2006, Sharon was elected to the Board of Directors of the Independent Insurance Agents & Brokers of New York (IIABNY) where she served as a member-at-large. Additionally, she served on the Council for Best Practices of the Independent Insurance Agents & Brokers of America (the Big "I") and is the past Education Chair for the Eastern North Carolina CPCU Chapter.
Like many agency principals, wearing a variety of hats on a daily basis is not new to Sara. As a full time wife and mother of college-age twins, which she claims as her greatest accomplishment to date; Ms. Ray also has over 30 years in agency ownership and management. She is a licensed Property & Casualty, Life & Health independent agent and also maintains her Certified Insurance Counselor designation of tenured distinction. Her agency management experience is complimented by a background in company commercial underwriting which enables her to uniquely step into the shoes of her agency principal clients with empathetic eyes to help evaluate and manage their agency ownership challenges.

Not only does Ms. Ray bring a wealth of industry expertise, resources and knowledge to the table, her vast experience coupled with a keen sense of the dynamics of efficiency, and its impact on productivity uniquely suits her to meet a variety of operational, management, and marketing needs in agencies today.

NThe founder of SynerDynamics Group, Ms. Ray is also an executive coach and heads up the consulting firm which has come to be known as an “agency asset maximization resource” in the insurance industry today. Regardless of the economics or industry cycle, agencies today are looking to maximize the power of their dollar. A renowned speaker on the subject of agency efficiency, Ray advocates that capitalizing on the power of synergy result in maximized productivity adds strength to the agency dollar and ultimately a blacker bottom line.

With a lifelong passion for developing female leaders, Ms. Ray founded MyNetwork.ins which is a national mastermind group. Soon to be in its fifth season, MyNetwork provides leadership, management, personal and professional development, executive coaching, training and network facilitation both onsite in her home state of Oklahoma as well as on a virtual platform through the United States and Canada.

When not coaching female executives or helping agencies identify their organizational efficiency issues and tackling them head on, she’s an avid volunteer in her community, church and alumni affiliations, making her home in Stillwater, OK. While she’d love to be a better golfer, she’s happy with “good enough” when playing with friends and family. She's always happy on a beautiful beach, a black diamond ski slope or even just a “mental vacation” in the tangled web of a good mystery novel.