

Elise M. Farnham  
Program Titles

General Topic	Title	Length in hours	State CE #
Catastrophe	After the Disaster	1	
	Being Prepared	1	GA #29196
	The Excellent Enterprise: Before and After the Disaster	4	GA applied
	Catastrophe: Is the Sky Really Falling?	4	GA #41623
Insurance Contracts	The Dirty Dozen: Twelve External Factors that Impact Policy Contracts	4	GA #32301
Commercial Liability	CGL-Coverage Application	4	GA #35765
	CGL-DeMystifying the Definitions	4	GA #34668
	Additional Insured: Coverage or Crapshoot?	4	GA#39236
	Occurrence v. Claims Made: The Battle of the Terms	4	GA #41621 Casualty
	Contractual Risk Transfer: Tools and Tactics	4	GA #42884 TN #24806
	CGL v. BAP: Conflict or Complement?	4	GA 43582
Commercial Auto	Commercial Auto: Exposure and Coverage Analysis	4	GA#41620 TN#24815
	CGL v. BAP: Conflict or Complement?	4	GA#43582
Customer Service	Award Winning Customer Service	3	
	Award Winning Personal Lines Service	3	
	Managing Risk Through Superior Customer Service	3	GA Applied
	Customer Service through Loss Handling Excellence	2	SC 129174 (exp 2/14/16) TN25128
Errors & Omissions	Spotlight on E&O	3	GA #39399
	E&O Hotspots	3	GA #28769

			TN #18212
	Surviving a Litigious Society	3 or 4	
	Nightmare on E&O Street	4	GA #34498
	A Survival Guide: What You Need to Know about E&O and Bad Faith	4	GA #31048 TN #19272
	Avoiding E&O Traps	3	GA #41177
	<b>Game On! Defeating the E&amp;O Risk</b>	<b>3</b>	<b>GA #42883</b>
	<b>E&amp;O: Pitfalls and Booby Traps</b>	<b>3</b>	<b>GA #43038</b>
	E&O: File Prep to Avoid Litigation	2	SC #129168 (exp 2/14/16) TN#25134
Professional Liability Coverage	Analyzing the Risk and Finding Solutions	4	GA #31604 TN #18893
	Green Designers at Risk	1	
Workers Compensation	Fitness for Duty	1.5	
	Cost Containment Strategies	2	GA #30576
	WC: Principles and Practices	4	GA #35782
Emerging Issues	<b>Changing Attitudes in a Changing Economy</b>	<b>1</b>	<b>GA 42883</b>
Ethics	Building Trust in the New Era of Risk	3	GA 31694 TX TN #13405
	Business Ethics and Leadership: Fostering a Culture of High Business Ethics and Integrity	2	GA #34497
	Celebrating our Differences through Ethics and Diversity	2	GA #34839
	Leadership and Ethics: The Power to Succeed	4	GA#37354 TN #21958
	A Question of Ethics: the Real Meaning of Ethical Behavior	3	GA #28768
	Ethical Concerns: Your Reputation Matters	3	GA #26627
	Ethical Decisions: Tough Choices	4	GA #35769
	Ethics to a "T": Truth and Trust	3	GA #30666 TN #18899
	Building the Excellent Enterprise	1	GA#32714
	Ethics and the Insurance Leader: Forging a High Values Culture	4	GA #34745 TN#23487

	Ethics and the Insurance Professional: Making a Difference	3	GA #25668 TN #16060 NC#10794
	Searching for Excellence through Ethics and Values	4	GA #32890 TN #19445
	Strength Training: An Ethics Workout for the Insurance Professional	3	GA #28671 NC TN #16914
	The Three R's of Ethics: Right, Respect, and Responsibility	3	GA #29438 TN #18182 NC#C02595
	The Three R's of Ethics	2	SC#129170 (exp 2/14/16) TN#25129
	Ethics: The Top Ten Issues and How to Respond	2	GA #31355
	Ethics and the Insurance Professional: Making the Tough Decisions	3	GA #31695 TN #15174
	Business and Professional Ethics: Why Bother?	2	GA
	Ethics in Claims Handling	1	Not filed
	Leading with Integrity	4	GA#36793 TX#29239 (thru 12/11) TN SC
	Choosing the High Road: Ethics and the Insurance Professional	3	GA#31126 TN#22132 NC#C79173 SC 119198 (exp 5/19/13)

	Building the Excellent Enterprise through Ethics and Values	1	GA #32714
	Building Trust in the Age of Trustbusters	1	GA #34804
	High Performance Integrity	4	GA38549 TN22562
	Ethics with a Capital "T"	3	GA #39237 SC#121794 (exp2/4/2014) TN#22823 NC#C09325 TX#82829 (exp2/13)

	Ethics with a Capital “C”	3	GA #40141
	Ethical Decisions Tough Choices	4	GA#35769
	Advanced Ethical Decision Making	4	GA 42561 TN #24814
	An Ethics Wake-Up Call! (a game format)	4	GA #41178 TN#23803 TX 86622 (exp 1/12/14)
	Ethics with a Capital “D”: Duty and the Insurance Professional	4	GA 43462
Etiquette	Business Etiquette for Fun and Profit	1	
	Southern Manners for the Modern Professional	1.5	
	The Dining Experience	1.5	
	All Around the World: International Business Etiquette	1.5	
Vendor Management	Managing Experts to Win	4	GA #30560
Flood	What You Need to Know about Flood Insurance	4	GA #33841
	Flood Insurance Coverage Issues	3	GA #43460
Fraud	Insurance Cheats are Deadbeats and They Cost You Money	4	GA #29225
	Insurance Fraud: Fact and Fiction	3 or 4	GA #35170
	Fraud: A Wake-Up Call!	4	GA #43042 TN#24980
ID Theft	Tackling Identity Theft with Effective Solutions	2	GA
	Cyber Risk: Threats and Solutions	4	GA #40553 TN #23828
Negotiation	Strategic Negotiations	4	GA#36666 TX#29237(thru 12/11) TN SC
	Mediation v. Arbitration	1	
	Effective Negotiations	4	GA 42832
	Effective Negotiations	2	SC#129172 (exp 2/14/16)

Personal Lines	High Impact Personal Lines	4	GA #29464
	Residential Property-Coverage Gaps	4	GA#36794 TN#21959 TX#81182
	High Impact Personal Lines Coverage	4	GA# 34669
	Personal Lines Coverage Necessities – Home Based Business & Personal Umbrella	2	GA #30723 TN #18293
	Coverage Update: Finding the Best Solutions for Your Insureds	3	GA#29464 TN #17602
	Coverage Update: Finding the Best Solution for your Insureds and Risk Management	4	TN #17721
	<b>Personal Auto Coverage Issues</b>	<b>4</b>	<b>GA Applied</b>
Risk Management	The State of the Future: Black Swans and More	1 3	GA #34875 GA 39959
	Enterprise Risk Management: What's it All About?	4	GA#37635
	Future Risk: Identification, Preparedness, and Response	4	GA #32407 Ethics
	Modern Risk Management	4	1 hr - GA #25101
	Risk Management Techniques	4	GA #35171
	Risk Management Decisions	2	GA #33071
	Risk in Shades of Green	4	GA 38443 TN 22561
	<b>Risk Management: What? Me Worry?</b>	<b>1</b>	<b>GA 43044</b>
	Managing Risk Through Superior Customer Service	3	GA Applied
Career Development	The Star Within You	1 or 2	Keynote
	Your Star Power!	1 or 2	Keynote
Stress Management	Get a Grip: De-stress for Success	1	Keynote
	Managing Stress	1	Keynote
Loss Adjusting	Property Loss Adjusting	3	PFMM
	<b>Claims Strategies</b>	<b>3</b>	<b>GA #</b>
	Professional Loss Adjusting	3	PFMM
	Effective Claim Handling Techniques	6	
	Claim Handling Techniques	10	
	Property Loss Claim Handling	10	Webinar

	Techniques		
	Customer Service through Loss Handling Excellence	2	SC 129174 (exp 2/14/16)
Underwriting	Impact of Underwriting	4	PFMM
	The Next Level of Underwriting	1.5	PFMM

Other Keynote Addresses include:

- “Changing Attitudes in a Changing Economy”
- “The Star of Your Career”
- “Members Matter Most”
- “The Strength of Women – Yesterday and Today”
- “Succession Planning for Your Organization”
- “Out of the Box Mentoring – Leadership Education”
- “You Are a Star”
- “The Ethics and Quality Connection”
- “Emerging Issues – P&C”