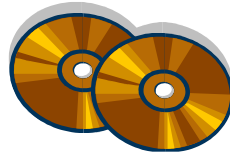


N.R.I.A.A. Lending Library



EDUCATIONAL MATERIALS FOR YOUR CHAPTER MEETING?

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AUDIO:

CD's

<u>Now, Discover Your Strengths</u>	How to develop your talents and those of the people you manage (3 hours)	
NSIPA Teleseminar	The Exit Interview	Recorded: 8/2005 Myles Bancroft
NSIPA Teleseminar	Reconciliation	Recorded: 11/2005 Bob Frenzer
NSIPA Teleseminar	Subcontractors	Recorded: 2/2006 Michael Curran
NSIPA Teleseminar	Description of Operations	Recorded: 5/2006 Jim Marks
NSIPA Teleseminar	Premium Fraud	Recorded: 11/2006 Neil Johnson
NSIPA Teleseminar	Garage Liability	Recorded: 1/2007 Michael Curran
NSIPA Teleseminar	Web Tools for Premium Auditor	Recorded: 3/2007 Kenneth Phillips
NSIPA Teleseminar	Up the Down Escalator	Recorded: 12/2007 Kenneth Phillips
NSIPA Teleseminar	Coml Property/Inland Marine	Recorded: 3/2008 Kenneth Phillips
NSIPA Teleseminar	USL&HW Longshore	Recorded: 11/2008 Will Hammon

Cassette Tapes



<u>FISH ! Tales</u>	Learn how to boost morale	(2 tapes)
<u>Who Moved My Cheese</u>	A simple parable that reveals profound truths about CHANGE	(1 hour)
<u>Organizing Your Life & Getting Rid of Clutter</u>	Organize your home or office and clean up the mess that slows you down, costs you money and stresses your life...	(approx 2 hours)

VIDEO:

American Institute for CPCU and IIA

<u>Education: A Path to Professionalism</u>	Importance of education	(11 min)
<u>The Preparation Video</u>	Planning for CPCU and IIA Study	(11 min)
<u>Introduction to Accounting Principles and Financial Statements (CPCU 8)</u>		(17 min)
<u>Statutory Accounting Principles, An introduction (CPCU 8)</u>		(16 min)
<u>Exam Preparation Video</u>	Advice on taking institute exam	(16 min)



How to Give Exceptional Customer Service

<u>Volume 1</u>	The Total Service Experience	Valuing customers, handling complaints
<u>Volume 2</u>	Delivering Service with a Heart	Listening carefully, building rapport
<u>Volume 3</u>	Pleasing the Challenging Customer	Defusing anger, solving problems
<u>Volume 4</u>	Becoming a Service Star	Team building, selling and exceeding expectations
	Each Volume has a leader workbook containing lesson notes and exercises	

Oldies but Goodies

Employee or Independent Contractor?	(17 min)
Combating Premium Fraud	(7 min)
Four Situations an Auditor might Encounter	(20 min)
Ripping of the System (CBS news)	(13 min)
The Premium Auditor	(17 min)



BOOKS:

Robert H Fine Leadership Series Leadership vs Management Seminar workbook with overheads
* * * * *

If you would like to borrow an item contact

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