



CPCU
SOCIETY

ChapterGram

Iowa CPCU Society Chapter

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CPCU Society Social Media



May 2014

www.cpcu-iowa.org

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Upcoming Events

May 15, 2014 11:30 am	Des Moines Embassy Club	Speaker: William Howell Topic: Alternative Energy
June 10, 2014 2:00 pm	Farm Bureau	Prof. Development Seminar: Business Income & Extra Expense
July 17, 2014 1:00 pm	Tournament Club of Iowa	2014 CPCU Charity Golf Outing

Message from the President

“Success usually comes to those who are too busy to be looking for it.” -- Henry David Thoreau

In April, our chapter went off the beaten path for the monthly meeting, both in location and topic. I'm so glad we did! We met at Smokey D's BBQ restaurant at their flagship location on 2nd Ave, north of downtown Des Moines. Co-owner Darren Warth shared his story about leaving corporate America to follow his passion of competitive BBQ. The path of success for Mr. Warth flourished when he jumped in with both feet and got busy cooking and selling BBQ out of his driveway. The meeting was educational and inspirational. How fortunate for Mr. Warth (and us hungry lowans!) that he found his passion and didn't wait to pursue it.



What drives you? What are you passionate about? How can you channel that type of excitement in your work? If you're like me, you haven't figured it all out yet. Instead of sitting on the sidelines wondering, let's jump in and get busy exploring our industry and meeting the people who make it thrive. Here are a few simple suggestions:

- Get inspired at the 2014 Iowa Insurance Hall of Fame Ceremony on Tuesday, May 20.
- Hone your Emotional Intelligence – see tips on page 5 of this ChapterGram.
- Continue learning and never accept the status quo – mark your calendar for upcoming technical seminars.
- Network – meet those New Designees who are joining our chapter.

Our annual golf tournament is scheduled for July 17. Based on feedback from prior years, we are changing the location, format, and dinner. The afternoon will pair the golf scramble with the local New Designee reception. Golfers of ALL levels and abilities are encouraged to play. You do not need to have a complete foursome to register. We will pair you up. This is a *fun, stress-free* event!

We also had a great turnout at our cookie giveaway at EMC. We heard from many employees about how thoughtful this event was, following a tough week after the Younkers fire. A few pictures are below.

- Erin Osier, President, Iowa Chapter



New Designee Spotlight

**Jacqueline Strange, CPCU, AU, AINS, AIS
IA/MN Commercial Underwriter
Farm Bureau Financial Services**



When I was growing up, I never had “underwriter” on my list of what I wanted to be when I grew up. I thought maybe I’d be a teacher or a nurse, but an insurance career wasn’t even a thought at that point. But after growing up and getting out on my own, that’s exactly what happened, as I’ve been in insurance for over 25 years now!

I lived in a small town east of the Des Moines metro, where jobs weren’t plentiful. A job opportunity came along for an insurance company (GMRC) which was a few miles down the road in another community. I went and interviewed and was hired, and from that point on, I knew insurance was my “niche!” I started out proofreading policies and answering the switchboard for the commercial department. I moved up to coder, then rater, before moving to another community. I worked at Grinnell Mutual for ten years. I had really started to like insurance, and I found it to be very interesting.

After moving to Pella, I worked in the office at one of the manufacturing companies in town, but I always had a desire to get back into insurance again. After 5 years, I moved to Des Moines and was hired by Farm Bureau Financial Services in West Des Moines. Since insurance was where I knew I wanted to be, I decided to start taking classes to advance my career and knowledge. Fifteen years later, I now have my AINS, AIS, AU, and CPCU. It took a lot of hard work, especially after being out of the habit of studying for several years!

Since my oldest grandchild is 14, my grandchildren have always seen me as the grandma who is always studying! I would take my books to their ballgames and read in between innings, or during any break when I had a few minutes. They would come over to my house and see notes taped to my mirror (especially during the CPCU series) and say, “Wow, I thought we would be done studying after we got out of school and college”. I told them they should never stop learning, as it will help them to go far in life!

In my spare time, I enjoy being outside, whether it’s walking, hiking, picnics, swimming, watching ballgames, etc. I also love spending time with my grandchildren and taking them to the zoo, science center, children’s museum, Living History Farms, and the movies, just to name a few! I also enjoy volunteering my time at the Animal Rescue League. I have been involved with many activities at church, such as working in Sunday School, the nursery, and the nursing home ministry. I hope I can make a difference in my world!

2014 Scholarship Recipient

Uzo Nwaturuocha is the winner of the \$1,000 Ted Lussem Scholarship. Uzo is a freshman at Missouri State University and is the son of the late Reginald and Rose Nwaturuocha. Rose works at Nationwide and is the Secretary of the Iowa Chapter. Uzo is the Corresponding Secretary of the Student Government Association at Missouri State, a member of the Pi Kappa Alpha Fraternity and works as a Coordinator/Marketing Team Manager at Pump It Up. Congratulations, Uzo!



Iowa Insurance Hall of Fame Ceremony Invitation

Join Us For the
18th Annual



*Celebrating
Leaders in a
Global Marketplace*

IOWA INSURANCE HALL OF FAME CEREMONY

Honoring these Inductees for 2014:

Loren Coppock, Patrick Knueven, J. Douglas Reichardt

*John Evans (Grinnell Mutual Re), *Wendy Waugaman

*Awarded Posthumously

Tuesday, May 20, 2014

Olmsted Center, Drake University

Social 5:00 - Dinner 6:00 - Program 6:45

\$35/pp - Business Dress • Reserved Tables of 8 available for \$350

Submit Reservations by May 14:

Brenda Kluger, Iowa Insurance Hall of Fame

c/o Independent Insurance Agents of Iowa

4000 Westown Parkway, West Des Moines, IA 50266

(515) 223-6060 Ext 14 • E-mail: Brenda@IIAIAIowa.org • www.iihof.org

Technical Education - Emotional Intelligence

By: Rose Foxwell, CPCU, AIC, LPCS

How many of you know your IQ? Have you ever measured your EQ?

Emotional Intelligence (EQ) is the ability to identify and understand how you are feeling and then manage these emotions to create a positive situation. EQ can play an important role in reducing stress and avoiding conflict and it touches every part of one's personal and professional life.

Someone with high EQ recognizes their own emotional state and identifies the emotional state of those around them. This is called empathy. Empathy is actually trying to be in the other person's shoes and understanding their feelings and circumstances. This is not feeling sorry for someone, but simply picking up on emotional cues from others.

Authors Jeanne Segal, Ph.D., and Melinda Smith, M.A. have written articles about Emotional Intelligence (EQ). The following is an excerpt from "Key Skills for Raising Emotional Intelligence (HelpGuide.Org 2014).

Emotional intelligence consists of four attributes:

- Self-awareness – You recognize your own emotions and how they affect your thoughts and behavior, know your strengths and weaknesses, and have self-confidence.
- Self-management – You're able to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.
- Social awareness – You can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.
- Relationship management – You know how to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.

Your IQ is important for abstract thinking, learning ability, logic and understanding. Developing your EQ can help you avoid letting your emotions take over a situation and creating conflict. Here are some ways you can increase your EQ along with your leadership qualities:

- The ability to quickly reduce stress in the moment in a variety of settings
- The ability to recognize your emotions and keep them from overwhelming you
- The ability to connect emotionally with others by using nonverbal communication
- The ability to use humor and play to stay connected in challenging situations
- The ability to resolve conflicts positively and with confidence

How Would You Score Your Emotional Intelligence (EQ)?

2014 CPCU Events

May 15, 2014 11:30 am	Des Moines Embassy Club	Speaker: William Howell Topic: Alternative Energy
June 10, 2014 2:00 pm	Farm Bureau	Prof. Development Seminar: Business Income & Extra Expense
July 17, 2014 1:00 pm	Tournament Club of Iowa	2014 CPCU Charity Golf Outing
September 18, 2014 3:00 pm	Exile Brewery	Topic: Equipment Breakdown
September 24, 2014 2:00 pm	Glen Oaks Country Club	Prof Development Seminar: Who's Pushing Your Buttons?
October 16, 2014 7:30 am	Des Moines Golf & Country Club	Speaker: Ann Weber Topic: Legislative Update
November 7, 2014 (Friday) 8:00 am	Prairie Meadows	I-Day 2014
December 11, 2014 3:00 pm	Wakonda Club	Speaker: Kenneth Quinn Topic: World Food Prize

Need to update your schedule magnet? [Click here](#) to download our 2014 schedule!

Upcoming Professional Development Seminars

As indicated in the schedule above, the Iowa Chapter will be offering two professional development seminars this year. The cost of these seminars is free for paid Iowa Chapter members, and \$25 for non-members. Mark your calendars today to attend these great events.

Two additional sessions will be planned for October and December.

- **June 10, 2:00 - 4:00. Business Income and Extra Expense**
Location: Farm Bureau, 5400 University Ave, West Des Moines
- **September 24, 2:00 - 4:30. Who's Pushing Your Buttons?**
Location: Glen Oaks Country Club 1401 Glen Oaks Dr, West Des Moines
Speaker: Bridgette Johnson from Grinnell Mutual Reinsurance



2014 CPCU Charity Golf Outing Registration

**Join us for the 2014 CPCU Golf Outing
Thursday, July 17 with a 1:00 PM Shotgun Start
Tournament Club of Iowa - 1000 Tradition Dr, Polk City**

Come out and join your fellow CPCUs for an afternoon of fun at the Tournament Club of Iowa on July 17. Once again, our chapter will be raising money to support Blank Children’s Hospital. This year, we are combining the post-golf dinner with our New Designee Reception, so you’ll have the opportunity to meet some of our new CPCUs. Dinner will be at Jethro’s Ankeny (1425 SW Vintage Pkwy) and begin at approximately 6 pm. Several options are available to meet your needs:

- Option 1: \$85 - Golf and Dinner
- Option 2: \$65 - Golf Only
- Option 3: \$25 - Dinner Only
- Option 4: \$45 - *New Designee Golf Only. **New Designees are those in Class of 2014 only.*
- Option 5: \$45 - *New Designee Golf & Dinner
- Option 6: \$45 - *New Designee Golf & Dinner with Dinner Guest
- Option 7: Free - *New Designee Dinner Only
- Option 8: Free - *New Designee Dinner with Dinner Guest

Fees may be paid by credit card by registering at <http://cpcu-iowa.org/events/>
Fees may be paid by check by mailing the registration form and check with full payment to:

Iowa CPCU Society Chapter
Attn: Debra R. Conroy, CIIP, CIC
1000 73rd St. Ste. 18
Windsor Heights, IA 50324

Any questions, please contact:
Stephanie Wells, CPCU, MPA at 515-508-2497 or e-mail wellss5@nationwide.com
Sarah Middendorf, CPCU, CIC at 515-440-8187 or smiddendorf@chubb.com
Craig Green, CPCU at 515-491-8101 or [greenc36@nationwide.com](mailto:green36@nationwide.com).

<u>Attendee 1</u>		<u>Attendee 2</u>	
Agency/Company		Agency/Company	
Email:		Email:	
Phone no:		Phone no:	
Option #: 2 3 4 5 6 7 8	Amount Paid: \$	Option #: 2 3 4 5 6 7 8	Amount Paid: \$
<u>Attendee 3</u>		<u>Attendee 4</u>	
Agency/Company		Agency/Company	
Email:		Email:	
Phone No:		Phone No:	
Option #: 2 3 4 5 6 7 8	Amount Paid: \$	Option #: 2 3 4 5 6 7 8	Amount Paid: \$

Chapter Meeting

Date & Time Thursday, May 15. 11:30 am

Location Embassy Club Ruan Center (666 Grand Ave, Des Moines)

Speaker William Howell

Topic Alternative Energy

Speaker Bio:

Mr. Howell is a graduate of Florida State University where he conducted research and published several articles in the Journal of Clinical and Basic Research. He has four records of invention, and a patent in the area of pigment chemistry. In September 2011, Mr. Howell moved from Houston, Texas to join the POET Bio-refining – Coon Rapids, Iowa facility as the general manager, and a resident of the community of Coon Rapids.

Today, Mr. Howell continues to serve as the general manager for the Coon Rapids Bio-refining facility, and a Director for Iowa Renewable Fuels Association. Mr. Howell and his wife, Katherine, are very active in the Coon Rapids community, church activities and international missions. This year they traveled to Belize with Volunteers in Missions to help with several projects in support of the Methodist School.

In addition, to managing an ethanol facility and active involvement in the community, Mr. Howell and his wife are very active in politics. Recently, they visited the Iowa Capitol to meet with our elected officials to discuss current renewable fuel issues and opportunities. In May, they will travel to Washington in an effort to carry the renewable fuels message to our national officials.

To enable us to have an accurate count for food purposes, please mail or e-mail reservations by May 12, 2014 to: debbie.conroy@cpcu-iowa.org

Make checks payable to: Iowa CPCU Society Chapter

Mail checks to: Iowa CPCU Society Chapter
 Attn: Debra R. Conroy, CIIP, CIC
 1000 73rd St Ste 18
 Windsor Heights, IA 50324

Name(s): _____

Company: _____ Total Enclosed: \$ _____
 Cost: \$25 per person

To register by credit card, visit our chapter website (www.cpcu-iowa.org) and click on the link on the main page under Meetings & Events. For questions about the meeting, not concerning reservations, please call Kim Smetzer at (515) 365-4340.