



WISE UP 2021 Course Syllabus

RSA  INSURANCE

Wise Up is RSA's online, on-demand Learning Management System.

How does Wise Up work? Our live events are recorded and available on-demand, this means you can watch any accredited webinar at any time – and still receive a CE certificate. Check out our course offerings below!

Ethics Category

Ethics for the Insurance Industry

What is ethical behavior? In this highly interactive session attendees will learn about the latest research in buying behavior and be challenged by having to make ethical decisions in insurance specific scenarios.

- RIBO: 1 Hour (Ethics)
- Insurance Council of BC: 1 Hour (Ethics)
- AIC/ICM: 1 Hour (General)

Technical Category

Getting Up Close & Personal with RSA Underwriting

In this accredited webinar we discuss the changes in RSA's risk appetite, challenging trends we're seeing in property PI, and the importance of the broker.

- RIBO: 1 Hour (Technical)
- AIC/ ICM: 1 Hour (General)

In the Grey Area: Understanding Condo Insurance

During this webinar, we will explore the challenges faced by the condo insurance sector, you will hear from industry experts who offer different perspectives on the "grey" areas surrounding condo insurance.

- RIBO: 1 Hour (Technical)
- Insurance Council of BC: 1 Hour (General insurance products)
- AIC/ICM: 1 Hour (General)

Enhanced Water Coverage Training

Learn about RSA's options to address water perils and related damage.

- RIBO: 1.5 Hours (Technical)
- AIC/ICM: 1.5 Hours (General)





Management Category

Privacy Training Webinar

Most information that is handled each day by an insurance professional is subject to privacy law, and recent changes to PIPEDA have made privacy compliance more complex.

- RIBO: 1 Hour (Management)
- AIC/ICM: 1 Hour (General)

Hard Market Part 1 – The Big Picture

In Part 1 of our 2 part series we will learn about the cause and effect factors of the hard market and understand the bigger picture created.

- RIBO: 1 Hour (Management)
- AIC/ICM: 1 Hour (General)

Hard Market Part 2 – The Broker Challenge

In Part 2 of our 2 part webinar series we will gain insights from our expert brokers and unravel the challenges brokers face!

- RIBO: 1 Hour (Management)
- AIC/ICM: 1 Hour (General)

Emerging Trends That Impact Auto Premiums

Interested in understanding how recent trends can impact auto premiums?

- RIBO: 1 Hour (Management)
- AIC/ICM: 1 Hour (General)

Cyber Risk Training (SME)

Learn about cyber risk factors and their implications for Small and Medium Enterprise Businesses.

- RIBO: 1 Hour (Management)
- AIC/ICM: 1 Hour (General)

Implications of Physical Auto Damage

Learn how to answer client questions relating to the increased cost of insurance. This course is accredited for 1.00 CE Management Credit by RIBO.

- RIBO: 1 Hour (Management)
- AIC/ICM: 1 Hour (General)

Secrets of Selling with Value

Learn what buyers consider valuable and how to provide value. This course is accredited for 1.00 CE Management Credit by RIBO.

- RIBO: 1 Hour (Management)
- AIC/ICM: 1 Hour (General)



Personal Category



9 Habits of Extreme Productivity

Learn how to increase your sales productivity & efficiency!

- RIBO: 1 Hour (Personal)
- AIC/ICM: 1 Hour (General)

Break Through with Busy Buyers

Learn how to break through with busy buyers.

- RIBO: 1 Hour (Personal)
- AIC/ICM: 1 Hour (General)

Turn Relationships into Revenue

Learn how to build positive business relationships.

- RIBO: 1 Hour (Personal)
- AIC/ICM: 1 Hour (General)

The Future of Consultative Selling

Learn how consultative sales has changed and the essence of contemporary selling.

- RIBO: 1 Hour (Personal)
- AIC/ICM: 1 Hour (General)

Spotting Insurance Fraud

In this broker training we will explain the types of fraudulent activities that occur during the underwriting & claims process.

- RIBO: 1 Hour (Personal)
- AIC/ICM: 1 Hour (General)

RSA Broker Tools Basics (Web Business)

Learn how to use Web Business by viewing our webinar training.

- RIBO: 1 Hour (Personal)
- AIC/ICM: 1 Hour (General)

Our brokers can access **Wise Up** through Bravo or by heading to our website [here](#). After logging into **Wise Up** you can browse our accredited courses, register, and launch a pre-recorded webinar in a pop up window. Upon completion, close the pop up window, open **Wise Up** in a new tab and find your CE certificate underneath the 'Transcript' section.

If you've attended a live WebEx event and can't find your CE certificate or if you're having a technical issue in Wise Up, [please fill out this form](#) so we can help you.

Don't have a **Wise Up** account? If you're a contracted broker with RSA kindly submit an email request to brokerconnect@rsagroup.ca requesting a **Wise Up** account, please be sure to include your BRAVO id if you have one.