



Grand Lake Chapter

Welcome to the Grand Lake Chapter of CPCU Newsletter!

I hope everyone is having a great summer and enjoying some time outdoors with family and friends. Sadly the days will start getting shorter and back to school supplies will grace the store shelves. Make the most out of what's left and enjoy another s'more or two!

In past years, we have held a social event during summer break. Last year's event was poorly attended, so we're going back to the drawing board! The Program Committee will be sending a survey soon to solicit your feedback. Please take a moment to give us your input.

Melissa Hilvers

"I wish that we worried more about asking the right questions instead of being so hung up on finding answers"

-- Madeleine L'Engle, novelist

New Designee

Congratulations to **Melissa Friemoth**, Central Insurance Companies! Melissa is a Commercial Lines Underwriter in the Central Regional Office.

Save the Date!

Farming is a big part of our local economy and livelihood. Would you like to learn about the unique exposures and emerging technologies impacting the farming industry?

Join us **August 28th** for an exciting lunch meeting at the Kenn-Feld facility in Van Wert. Meeting details to follow!

Grand Lake at a Glance

Mission Statement

I shall strive at all times to live by the highest standards of professional conduct;

I shall strive to ascertain and understand the needs of others and place their interests above my own;

I shall strive to maintain and uphold a standard of honor and integrity that will reflect credit on my profession and on the CPCU designation.

Chapter Leaders

President – Melissa Hilvers

President-Elect – Keith Mulder

Secretary – Tracy Meyers

Treasurer – Lonnie Nedderman

Past President – Diana Creekmore

Board of Directors – Barb Elking, Leslie Wobler, Matt Miller

Committees

Program Committee

Jana Ringwald, Connie Bilimek, Craig Andrews, Scott Mull, Angie Gibson

Scholarship Committee

Tina Warnecke, Becky Weiss, Dustin Looser

Media Committee

Joey Bowen, Penny Duer, Heather Willis

Good Works Committee

Callie Byrne, Julie Coleman, Lisa Jennings, Holli Galloway, Lorali Todd, Dian Steele, Sue Swartz

Grand Lake Awarded Platinum Level

The Grand Lake CPCU Society Chapter has been awarded the **Platinum** level for the 2017 Circle of Excellence Recognition Program. This is the highest level awarded by the Society.

Congratulations Grand Lake!



Pictured L to R: Diana Creekmore, Keith Mulder, Melissa Hilvers

Leadership Summit

Keith Mulder, President-Elect, attended the 2018 CPCU Society Leadership Summit held April 19-21, 2018 in Baltimore, MD. The seminar brings together CPCU leaders from across the country and focuses on providing leadership development skills and best practices for local chapters. Here's one of Keith's take-aways:

WTOT – What's the One Thing

This was Troy Baldwin's (President of the Institutes CPCU Society) theme for the 2018 CPCU Society Leadership Summit. What's the one thing you can do to improve? What's the one thing you can do to help others?

Stephen Harvill says focusing on one thing is like candy to the brain, let it focus on one thing and it will reward you by multiples. Take our Chapter's focus on the Circle of Excellence for Chapter performance. By focusing on Excellence and achieving the Platinum level, we provided relevant knowledge to our members, empowered success and engaged future generation of leaders. That is an excellent result of our focus on one thing!

There are nearly 70,000 CPCU's worldwide, yet only 18,000 CPCU Society members; in 2000 there were 40,000 members.

What's the one thing you can do to strengthen the CPCU Society?

What's the one thing you can do to encourage new members to join or re-join?

What's the one thing you can do for our Chapter?

We want to hear your ideas! We'll have an open forum at an upcoming meeting – be ready to share!

Dancing with the Big Stars

The Good Works Committee is once again supporting this Big Brothers, Big Sisters event on **Saturday, November 17**. The Committee will be asking for volunteers and sending our more information soon. Please consider volunteering for this worthwhile event!

Reminder to check your **continuing education credits** online by signing into the CPCU Society website (<https://www.cpcusociety.org/>). Click on Education and Events > Earn CE Credits.

There is also a valuable handbook available from the left-hand navigation on that page under “Help.”

A copy of this handbook is included below.



First Quarter Meetings

January – No meeting; Board planning session

February – Rob Shoenfelt, Sr. Vice President at Celina Insurance Group, presented Cyber Security/Fraud.

March – Joint meeting with IAIP; Republican Thomas Brinkman with the Ohio House of Representatives presented on the operation of the House Insurance Committee and current trends impacting Ohio.

Second Quarter Meetings

Thursday, April 26, 2018 – A panel of Claims professionals discussed unique claim scenarios. Presented by: Jamie Wiechart, Patty Rank, Stephanie Showalter and Scott Mull of Central Insurance, and Mike Stout of Celina Insurance Group

Wednesday, May 16, 2018 @ Willow Bend Country Club (dinner meeting)

Griffith Foundation Scholarship Award Presentation

Guest Speaker: Marcia Miller, Continuous Improvement Specialist, Central Insurance Companies

Marcia shared an inspirational story of her journey into the insurance industry and one of the tools that has helped her along the way. Take a moment and check out the “Career Discussion Planner” document included below.

Thanks Marcia for sharing your story!



June – Summer Break