



Insurance Women of Greater Cincinnati Newsletter

February/ March 2010

Letter from the President

Dear Fellow IWOGC Members,

In my last letter I stated how we should make this year the best ever with IWOGC, and, guess what, we are off to a grand start. Already our Membership Chair has reported that we have 2 returning members to our organization. That says that IWOGC is the place to be. When people get out and talk up the organization, it piques other's interests. The ball just keeps rolling from there. I couldn't be more proud to be associated with such a great group of individuals and, of course, the terrific board that I have working by my side. Let's grit our teeth, bare the cold and ask others to join us for the next meeting to see if, indeed, this would be the association of their choice as it is to you.

The most important focal point right now is the upcoming Regional meeting in Akron. From the newsletters and also from the website, you can tell this will be a very enjoyable and educational event as well as a terrific networking opportunity. I sincerely encourage new comers to attend. Please be sure to get your reservations in early and join in the festivities of the weekend. I know of a few individuals who are planning on attending so consider joining with others for a cost effective way to be there. I guarantee it will be a time to remember.

The next focal point will be the upcoming state education meeting April 30 and May 1. We are the hosting organization so we need to have a significant presence at this event! The committee has already been working hard to make the entire event sail smoothly, including lining up a dynamic speaker for the weekend. You do not want to miss out on the Friday night event, open only to the first 25 to register. For those not lucky enough to be one of the first to register, you can visit the hospitality room open to all attendees. Please contact myself or any of the committee members if you have any questions or to find out how you can help make this state education event the best yet.

Topping off the year is the National Convention on June 9-12 and will be held at the Crystal Gateway Marriott in Arlington, VA. In the recently mailed "Today's Insurance Professionals," you will find the actual schedule of events. If you've never been to a National Convention, you are sure to enjoy the festivities. I am looking forward to seeing you at the regular meeting on the 16th. Please remember your donations to Operation: Thank You. More details follow in the newsletter on Page 6.

In Fellowship,

Susan Friedrich, CC, CL
President – 2009-2010

The Cincinnati Insurance Companies
congratulate and appreciate the Insurance
Women of Greater Cincinnati for your strong
representation of our industry.



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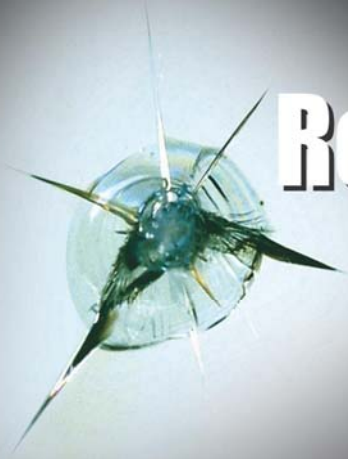
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Letter from the Editor

I must confess – it's hard to feel positive and energized by a new year when it is cold enough to freeze spit outside. All I want to do these days is hibernate. While doing a little of that this past weekend, I was reminded of a particular episode of one of my daughter's favorite cartoons called Wolverine.

It's about a world where mutants, with bizarre powers and abilities, are as common as humans. In this episode, a group of child mutants along with one adult mutant were stuck on a ship that was sinking. The adult searched for a gift that could help among the children. Some of them were hesitant to share because their gifts had made them feel out of place for so long. Finally, the last to share his gift, convinced that it was useless and would only make a mess, said, "Well... all I can do is spurt this gluey stuff out of my hands," and gave a demonstration prompting all of the girls to say things like, "Eeww!! Gross!"

The adult paused for a second and said confidently, "I think we can use that." By that time the vessel was in bad shape. Every child, and their gift, was instrumental in saving the ship including the boy with the gluey hands. For a long time, he had been under the impression that his gift had no value. Yet, he was able to use his gift to patch the hole that was sinking the ship.

If your gift is remembering odd bits of information that drives everyone around you crazy, there is a place for you on the newsletter committee. If you have a talent for noticing when some small detail is out of place that just irks your friends and family, we can use you, too. If you have a knack for being organized or creative or just generally willing to help out wherever needed, we can sure use you as well!

While the thought of writing a full article might make a few of you break out in a cold sweat or get a little nauseated, there is more that goes into this newsletter than the writing alone. There is much that can be done that doesn't involve in-depth knowledge of Microsoft Word and even that can be learned. Personally, I've learned a lot just by taking the free tutorials offered on Microsoft's Web site. They are quick and simple to follow. If you work for the same company I do, you also have access to those same tutorials through the company's education department. I urge all of you to check the tutorials out for your own benefit simply because the skills are valuable to any career.

The IWOGC Web site says that the mission of "this Association shall be to promote insurance education, to support the professional advancement of its members, to cultivate fellowship within the Association, to strengthen loyalty to the industry and to promote membership." This newsletter, your newsletter, is a perfect opportunity to do just that.

I know there are likely several of you out there with hidden talent just aching to be a part of this, and you hesitate to step up because of an unfounded fear that you will somehow fall short. Let me put your fears to rest by simply talking with you about it. Let's have a conversation about what skills you currently have and what skills you would like to learn and see how I can help you get there. It's really that simple, folks.

In Fellowship,



Stephanie Johnson, FLMI, FFSI, ACS, AAPA, AIRC, AIAA, CC, CL
Newsletter and Web site Chairperson – 2009-2010

If we had no winter, the spring would not be so pleasant:
if we did not sometimes taste of adversity, prosperity would not be so welcome.

Anne Bradstreet, 'Meditations Divine and Moral,' 1655
American poet (1612 - 1672)

Upcoming Events

February 2010

Tuesday, February 16, 2010

IWOGC Regular Meeting

Receptions

5975 Boymel Drive

Fairfield, Ohio 45014

Registration form is available at www.iwogc.org under Events.

Carol Alexander

Operation: Thank You Inc.



Carol Alexander is a mother, a grandmother, and a native Southerner who came to Ohio with her husband while he was serving in the United States Air Force. Her husband devoted 24 years to the USAF, and, upon his retirement, they chose to make the Buckeye State their home permanently.

Operation: Thank You Inc. is a volunteer organization that collects and ships care packages to U.S. service men and women all over the world. Many of the items included can not easily be found overseas or are items specifically requested by service members serving in war zone areas. Items that the average person might take for granted can go a long way toward making life a little easier for those so far from home.

As a small token of your appreciation for those serving to protect our freedoms, please consider bringing one of the following list of items to the February 16, 2010 meeting.

Please note: They recently received a special request for vitamins as there is no place in Afghanistan to purchase them.

- *Vitamins – special need*
- Beef Jerky
- Ready-to-eat soups, chili, or stew
- Ready-to-eat tuna or chicken salad packets
- Power drink mixes
- Power bars
- Body wash

Please visit <http://ohiooperationthankyou.org/> for more information.

March 2010

Tuesday, March 16, 2010

IWOGC Regular Meeting

Receptions

5975 Boymel Drive

Fairfield, Ohio 45014

Registration form is available at www.iwogc.org under Events.

Debi Milne

Mount Vernon Nazarene University



Debi Milne has a passion for seeing adult students realize their dreams of earning a degree whether the goal is personal fulfillment, career advancement, career change, or a job requirement.

She earned her Bachelor of Business Administration degree in 1986 from Mount Vernon Nazarene University (MVNU). In 2005, she returned to MVNU at its Sharonville Adult and Graduate Studies site working specifically with fulltime working adults who desired to complete a degree. After a 20-year hiatus from formal education, she desired a master's degree in business. By December of 2008, she had earned both a Master of Science in Management (MSM) degree and Master of Business Administration (MBA) degree.

During her professional career, her roles and activities comprise time spent in administration, project management, procedure development, teaching, and customer service. Non-profit organizations, public corporations, and both public and private education institutions have been her employer. She spent five years working for Northwestern Mutual where she developed her tenacity for premiere customer service. The last 10 years she has been teaching, working, and volunteering in the public school system and in private higher education.

Debi is currently the University Outreach Representative and an Adjunct Faculty member for Mount Vernon Nazarene University, a private, four-year, intentionally Christian teaching university for traditional age students, graduate students, and working adults. U.S. News & World Report ranks MVNU in the top 50 Best in the Midwest (Baccalaureate) institutions for the sixth year in a row. With a 400-acre main campus in Mount Vernon, Ohio, and eight additional satellite Adult and Graduate Studies sites throughout the state, MVNU emphasizes academic excellence, spiritual growth, and service to community and church. MVNU offers an affordable education to more than 2,600 students from 25 states and eight countries/U.S. territories.

Region IV Conference

March 18-21, 2010

Thru the Years

Hosted by Insurance Women of Akron

Registration deadline is March 1, 2010. Registration forms are available at www.iwogc.org under Events or visit the Region IV site at www.naiw.reg4.org for more information, including the tentative agenda.

Ohio State 2010 Education Meeting

Hold the Date: April 30-May 1, 2010

The Ohio State 2010 Education Meeting will be held on April 30-May 1, 2010, in Cincinnati, Ohio. See registration for the event on Page 13.



It's To Your Benefit.....

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- been involved in a property dispute?
- received a moving traffic violation you thought was unjustified?
- been a defendant in a civil lawsuit?
- been involved in a separation or divorce?
- had a problem with child support or visitation rights?
- signed a legally binding document and been sorry later?
- wanted advice on a credit matter?
- worried about being audited by the IRS?
- had difficulty collecting an insurance claim?
- signed a lease you'd like to change?
- had questions about your civil rights?
- signed an escrow agreement and wished you'd had legal advice?
- needed assistance in dealing with the purchase of a new or used car?
- had questions about the legality of tax shelters?
- wanted to know about guardianship responsibilities for your children?
- had a question about your consumer rights?

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Robin Friedrich, Independent Associate

(513) 521-5974

Email: starkeeper@zoomtown.com

Additional Announcements

NAIW Annual Convention

Hold the Date: June 9-12, 2010

The NAIW Annual Convention will be held in Washington, D.C. from June 9-12, 2010. Additional information has been posted online at www.naiw.org under Conventions. Registration forms will also be available at www.iwogc.org.

Member Spotlight

By Janet Partin

Anna Rose has enjoyed a fantastic 41 years in the insurance industry. She first joined The Cincinnati Insurance Company in February 1969 and began her career as a keypunch operator.

“Keypunch,” states Anna, “was the beginning of the computer age as we know it now.”

In 1973, she moved to the company that is now known as The Cincinnati Casualty Company and spent 13 years as supervisor of Policy Distribution. In 1987 she joined the Staff Underwriting department, where she spent nine years a supervisor of Archive Records. She became a Quality Control Coordinator in 1996 and is now a Senior Imaging Analyst.

Anna marvels at how the company has grown and at how many aspects of the company she has been able to learn through the years. When she began her career, the company had about 200 employees. According to Cincinnati Financial Corporation’s 2008 Annual Report on Form 10-K, at year-end 2008, the company had a total of 4,179 employees, including both headquarters and field associates.

Not only has the company she works for changed, but so has she. Joining the NAIW in 1991, she has been able to learn things about the insurance industry she would not have learned otherwise through the many courses she has taken. Yet, it is the friends she has made along the way that she takes with her when she retires on March 1, 2010.

Anna plans to spend more time with her family when she retires, which includes her daughter, Michelle, her son-in-law, Kevin, and her grandsons - although she is particularly proud of her two grandsons. Robbie is 20 and serves as a firefighter, and Tyler is 18 and works for the City of Fairfield. In addition to spending time with her friends and family, Anna Rose is looking forward to volunteering with her church and enjoying her hobbies such as jewelry-making.

The IWOGC congratulates Anna Rose on her well-deserved retirement and especially appreciates her many years of service to the group!

HAPPY RETIREMENT

Best of luck Anna Rose!



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“Ask anyone who has accomplished something great, and they will tell you that first came the vision.”

David McAllister-Wilson

“Christian Reflections on the Leadership Challenge”

The Leadership Challenge: Part Two

Inspire a shared vision

By Stephanie Johnson

Based on chapter four of the book “Christian Reflections on the Leadership Challenge”

edited by James M. Kouzes and Barry Z. Posner

Vision is the picture painted by leaders of what they hope the future will hold. Vision gives people something to focus on during difficult times and helps them see where they are headed. A good leader not only expresses in words what their vision is but also brings people together to carry out that vision.

McAllister-Wilson tells the story of standing in the bathroom of a local Taco Bell reading the company’s mission statement on a sign next to the sink when it finally hit him what was missing from so many churches and organizations. It was mission. They had forgotten what their mission was.

Mission and vision are as intricately entwined as the roots of an old tree. The difference between the two can often be hard to discern. The mission statement tells the organization who it is and why exists, and the vision gives members a picture of where the group is headed. Successful leaders remind the organization’s members of its mission while at the same time communicating their vision for the future. Picture a fabulous, mint-condition vintage convertible. Mine is red, but yours can be any color you like. Without vision, it has no fuel. Without mission, it has no one to drive it. Neither scenario uses the car to its highest potential.

Listening well is integral if any leader hopes to inspire a shared vision. Good leaders listen to those around them and make sure their vision has meaning to those within the group. According to Kouzes and Posner, “Teaching a vision – and confirming that the vision is shared – is a process of engaging constituents in conversations about their lives, about their hopes and dreams.” By doing this, leaders are treating every member of the group with value and communicating that everyone in that group has something, some gift or talent, worthwhile to give.

Great leaders never stop communicating vision to their followers. They communicate it through the words they choose. They use language that allows the listener to feel as if they have become a part of the story, the history of the organization. Leaders communicate vision with their actions by showing others how to respond in difficult or stressful situations. They know that the best leadership is willing to make sacrifices when necessary to support the vision of the future. They lead by doing the right things. Leaders also find a way to bring members of the group into the process of giving life to the vision. They ask questions that make it real to the listener, questions like, “How can we make this happen?” and “What do you think the success of the organization looks like?” These questions involve the listener in the process of fulfilling that vision.

For any organization to grow and be successful, it should regularly revisit the mission of the group. Like the employees of Taco Bell, people need to be continually reminded of the mission - who the group is and why it exists. The leaders within that group should become active in helping other members find their place in the organization. Without such action, the mission has no meaning. Everyone has a gift or talent to give, and everyone can find an area where they feel they belong. It is up to the leaders, both current and former, within that group to help other members, especially newer or unengaged members, find that place. Doing so creates an organization that is strong and prepared for the future.

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2010 Ohio State Education Meeting

Hosted by:
Insurance Women of Greater Cincinnati

When: April 30 – May 1, 2010
Registration: \$45

Keynote Speaker:
Marsha Egan CPCU, CPIW, PCC
The Egan Group

Friday Night Workshop* with Marsha Egan
*Space is limited to the first 25 individuals to register

Marsha Egan is an award-winning motivational speaker and professional coach. She has appeared on *ABC World News Tonight* and *CNN* and has also been interviewed by several national news outlets.

Marsha is the creator of the Career Enrichment Program, the *Silent Signals of Success*, described on her Web site, www.marshaegan.com, as “eight actions and attitudes every successful person communicates, often unknowingly, to those around them.” She has worked with CEOs and other leaders from many of the nation’s top businesses and will be sharing her secrets with you at the 2010 Ohio State Education Meeting.

For inquiries, please contact:
Debbie Ebbing: Debbie_ebbing@cinfin.com of 513-870-2000 ext 4664
Barb Benson: 859-491-4625

Registration for the 2010 Ohio State Education Meeting
April 30 to May 1, 2010

The first 25 people to register will also be eligible to attend a Friday Night Workshop on April 30, 2010 featuring Marsha Egan.

Name: _____

Association: _____

Address: _____

City: _____ State: _____ Zip: _____

Work Phone: _____ Home Phone: _____ Cell Phone: _____

E-Mail: _____

Dietary or Special Needs: _____

In accordance with Title III of the Americans with Disabilities Act, we invite all registrants to advise us of any disability and any requests for accommodations for that disability. Please submit your request in writing in advance of the meeting.

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| <input type="checkbox"/> Guest | <input type="checkbox"/> Regional VP/Past Regional VP |
| <input type="checkbox"/> CPIW/CPIM/DAE | <input type="checkbox"/> Assistant to Regional VP |
| <input type="checkbox"/> Association President | <input type="checkbox"/> Past Council/State Director |
| <input type="checkbox"/> State Officer/Council Director | |
-

Registration is \$45. Please make checks payable to IWOGC.

Mail registration form and payment to:

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Cincinnati Insurance Company
P O Box 145496
Cincinnati, Ohio 45250-5620

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Debbie Ebbing: Debbie_ebbing@cinfin.com or 513-870-2000 ext 4664

Barb Benson: 859-491-4625 (please leave a message)

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