

IIAT Mentor's Guide

Part One

Expectations and Goals

Every new employee needs to understand what will be expected of them as well as what they can expect as they grow comfortable with their job. In the shaded box below are some proposed goals included in the Employee Guide for the orientation process. We hope you will consider discussing these with your new employee. If your agency's specific goals are different or if additional goals are appropriate, discuss those as well with your employee. In short, manage their expectations.

Some Orientation Goals

1. We want you to become comfortably familiar with your agency's surroundings, equipment, office policies and procedures.
2. We hope that the human resources chores related to your new employment are completed quickly and smoothly.
3. We want you to become thoroughly acquainted with the purpose and general activities of your independent insurance agency.
4. We will work to make the encouragement, advice, and lessons offered by your mentor helpful in reducing your training time.
5. We want you to get to know others in the agency personally and hope you will let them know you.
6. We will teach you about the variety of resources available for your self-education.
7. We want you to use your educational resources to better understand customer exposures, insurance policies, computer system capabilities, customer service and sales techniques, and the professional standards of your agency.
8. We expect you to acquire the knowledge necessary for you to easily pass any required license examination.
9. We hope you will discover what opportunities your new job can mean to your career, your income, your personal growth, your sense of security, or in other goals you might have in life.

Your First Orientation Meetings

To help you prepare for issues and questions that may arise as your new employee completes Part One, be prepared to discuss the following with them at your first meetings.

- Expectations the employee has for their new job (both professional and personal)
- The agency's expectations of them
- Your plan for meeting together

How often we should meet together?

On what schedule?

What we hope to accomplish when we meet?

Other times to come to you with questions or concerns?

Others in the agency to go to for assistance? Under what circumstances?

- The history of your agency
- Involvement in community or charitable organizations
- The level to which you or others are involved in the national, state, or local agents associations
- The professional standard agents are held to in the business world and the responsibility for keeping customer information confidential

Insurance Agency Basics

Also in Part One of the Employee Guide is an introductory discussion of the operation of an independent agency, carrier representation, binding of coverage, licensing, license exams, and the roles and titles of people in the agency.

The employee is given an assignment to ask you several questions to better understand the basic operation of an independent agency and how it puts contracts of insurance in place for customers. They will be asking you about:

- The companies the agency represents
- Basic limitations on binding authority (this topic is reviewed in detail in Part Four)
- Tracking of binders to ensure policies are issued

Expectations for Getting Their License

The employee guide suggests they inquire as to your expectations regarding obtaining their license as an agent, specifically what type of license you wish them to obtain and by when.

Part Two of their guide will provide more information and website links to TDI, Promissor, and suggestions for preparing for their license examination. You may wish to begin thinking now about the exam preparation methods you prefer or suggest the employee to use when they have completed Part Two. For more information on the license exam preparation tools available go to the [IIAT website](#).

Getting to Know the Roles of the Staff

It's normal for an employee to be introduced to other members of the office staff on the first day, but everyone will admit that remembering names and roles from that first greeting is very difficult. The employee's guide suggests a review of a roster of the staff with you, and a discussion of titles and responsibilities.

In Part Two of the guide, there is an assignment that suggests the employee create a map of the office where they can write down where everyone works, their phone extension numbers, etc. This future assignment will give them another opportunity to place names with faces and get to know staff on a more personal level. Remember, repetition helps retention.

Mentor Action

1. Obtain or create a roster of the staff members with whom the new employee will be working.
2. If a map of the office space (cubes, offices, floor, etc.) is available make a copy for use during Part Two.
3. Consider ordering license exam preparation materials.

Thinking Ahead

In Part Two of the Employee Guide, there are assignments related to:

- Human resources chores
- Getting acquainted other employees
- Office amenities
- The phone system
- The computer network and programs
- Registration at www.iiat.org
- The agency automation system
- Time management techniques



You may want to begin thinking ahead to the various persons who can help the employee with these topics and any specific pieces of information they might need (such as passwords) to get them started.