

Taking Care of YOU, Life and Emergency Responder

You will get the “unexpected” phone call that will immediately throw you into a critical situation. How do you respond? What you say and how you act will have a long-lasting impact on your client relationships.

Little did Laurie Martin know that her life altering loss would unfold the career path she is on today. Hear her personal story of adversity and what she has persevered. Listen to real frontline encounters with advisors who also were dealing with life’s toughest moments in their careers. Laurie’s talent of telling true stories will have you relating to what actually happens and how it affected the advisors personally and professionally. Each story has a message that will shift how we help ourselves and our clients focusing on the human spirit.

This upbeat presentation is an emotional roller coaster ride that will bring you laughter, tears and confidence. For some, the light bulb turns on and provides a deeper understanding of what makes us stuck and why people react the way they do and how fear can harness our human connection instead of freeing us.

Learning outcomes: Understanding the human side of a crisis will give you the confidence and tactics to be “*crisis-ready*”.

Attend this session and learn:

- Risk deterrence techniques to apply when meeting a client, starting the conversation, setting and respecting appropriate boundaries
- Positive mindset and positive productivity to have helpful conversations to eliminate advisor uncertainty in stressful situations
- Effective acts of kindness and sensitive communication ideas
- Valuable ways to connect with oneself, preparing yourself physically, emotionally and mindfully before helping others
- Self-care techniques when visiting or talking to clients who are emotionally distraught

These skills are rarely seen in the insurance and financial sector, but it is no secret to professional success and personal fulfillment!