

16TH ANNUAL

CSR DEVELOPMENT Conference

November 5-6, 2026

HYBRID | JEFFERSON CITY OR ONLINE

Empower the heart of your agency. Designed for CSRs, this annual event offers practical learning, professional growth and meaningful connections for every agency.

Register Here →



Guest Speaker

Julie Webb

Julie Webb has two decades of insurance industry experience holding various leadership positions. Most recently, she was the principal at MPB Insurance, a scratch independent agency she started in March of 2020 (yes that March!).

A strong advocate for women in insurance, Julie led the Women's Leadership Network at MPB and founded a local chapter of the Women's Business League to provide a space for professional women to network and grow together.

It's her advocacy work that led her to found JMW Collective, a leadership consulting practice. Through group and individual coaching, workshops and speaking engagements, Julie is on a mission to empower leaders to design thriving businesses that are profitable, inclusive and resilient for generations to come.

CSR DEVELOPMENT CONFERENCE SCHEDULE:

THURSDAY, Nov. 5, 2026

10:30 – 11:00
Registration

11:00 – 12:00
Opening Networking Session and Lunch
A connection exercise will allow for networking and some fun!

12:00 – 1:00
Make Connections, Expand Your Network
Building on the connections made over lunch, participants will gain the skills to effectively connect and build meaningful relationships. Through real-time practice using both social and in-person strategies, you'll expand and nurture your network. Leave with the confidence to cultivate and leverage your relationships for both personal and professional growth.

1:00 – 4:00
Professional Presence: Confidence in Every Conversation
The learning continues with a practical workshop designed to help service professionals strengthen how they show up with clients and colleagues. We'll explore the core elements

of executive presence (appearance, communication and gravitas) with a strong focus on communication skills, including verbal delivery, written clarity, navigating conflict and handling difficult conversations with confidence. Participants will leave with tools they can apply immediately to elevate their credibility, influence and impact in every interaction.

Approved for 3 ethics CE credits in Mo. and Kan.

6:00 – 8:00
Optional Bowling at Strikers

FRIDAY, Nov. 6, 2026

8:00 – 9:00
Break Through Your Burnout: Don't Just Survive, Thrive
Let's face it, the insurance industry can be stressful – rate increases, unfavorable underwriting decisions and tough messages to communicate. Together, we'll uncover the key differences between stress and burnout, equipping you with the

knowledge to recognize and address each effectively. You'll learn how to complete your stress cycle, a crucial step in preventing burnout, and explore strategies to achieve flow and rediscover purpose in your work. By the end of this session, you'll walk away with practical tools to move beyond survival mode and embrace a thriving, fulfilling professional life.

9:00 – 12:00
Be a Change Leader
Change within insurance agencies is constant. Regulatory updates, carrier shifts, technology adoption, evolving client expectations and market pressures impact the day-to-day operations in an insurance agency. This course equips insurance professionals with the tools to lead organizational change responsibly and ethically. Participants will explore how to align transformation efforts with professional conduct standards. Emphasis is placed on values-driven decision-making, transparent communication and maintaining client trust during periods of change.
Approved for 3 ethics CE credits in Mo. and Kan.

Questions? Contact Us!

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