

TRAINER FOR THE SEASON

Connecticut is just home base for trainer who sings: *On The Road Again*



Glenn Duperrault
Training Manager
Zurich Insurance Company
Rocky Hill, CT

Training is more than just another assignment for Glenn Duperrault.

One thing Glenn has learned after many years on the claims side of the insurance business is that the first step toward having a profitable business with happy clients begins with a well-trained staff.

Glenn is currently is the Training Manger in the New England region for Zurich NA Insurance based out of Rocky Hill, CT. His responsibilities

include facilitating new hire policy classes as well as on-going training for seasoned veterans.

He is as also a course designer, having customized training for adjusters based in his region. Part of Glenn's responsibilities are to identify and organize outside training for every claims professional in his region.

"That's just part of my duties," said Glenn. "But it's the responsibility for improving service to our customers that is the most rewarding."

Scott Ornstein, the AVP of Zurich NA explained, "Glenn is excellent at what he does because of his innate ability to reach our group as a whole and adapt to individual needs when it comes to training and development."

Carl Van added, "Glenn has an ability to reach out and relate to our students, regardless of what corner of the country they are in or their individual area of expertise."

Dedication has a price for Glenn. His duties with Zurich NA often have him on the road and away from his base of operation in the rural suburbs of Connecticut 3-4 days every week.

It is for that dedication that Glenn was selected as Trainer for the Season for summer of 2005. His commitment to delivering all levels of training is admirable, but his willingness to push for outside training when there is a need makes him one-of-a-kind.

To nominate someone you know for Trainer for the Season, please e-mail Nominations@InsuranceInstitute.com.

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