

GAMA

GLOBAL

FEBRUARY 2021



E-JOURNAL

EDITION
KICKOFF

LEADING THROUGH COVID-19

INTRODUCING YOUR 2021 Member Benefits

1. GAMA Global E-Journal
2. Book-of-the-Month Club
3. Leadership Legends
Webinar Series
4. Take-5: Best Practice Review
5. TED Talk: Leadership Spotlight

BUILDING FINANCIAL SERVICES LEADERS GLOBALLY

Happy New Year To Our GAMA Global Family,

It has been one unusual year – moments of joy, fear, faith, innovation and LEADERSHIP. As 2020 was coming to a close and I was reflecting on all of the changes our entire membership was experiencing, it was important that in 2021 we took some time to say a few words. First, THANK YOU for your leadership with your teams, your families and I am sure countless other places. As a leader in GAMA, I am sure your skills and passions were evident in many situations in 2020. Second, I have stayed very connected to all of our Chapters & your boards in 2020 as my usual visits and face to face time were depleted due to the pandemic. However, you all persevered and I am happy to share that in 2020 we experienced a 12% growth in GAMA Global membership, established two NEW chapters, hosted our first virtual LAMP Asia and updated our name to be an inclusive global presence. Finally, we assessed our benefits and value proposition to you, the member. We concluded that while your chapters all provide an excellent suite of benefits, GAMA Global headquarters needed to find a way to connect you to your fellow leader outside of your country and beyond your connection to the United States Chapter. Therefore, you will see a new suite of benefits roll out starting with this NEW E-Journal edition. You will receive this bi-monthly along with four additional new benefits. It will be a GREAT year! Our profession and YOU as a GAMA Leader will shine in 2021!

In the words of our Past GAMA Global President, Frank Scalese —

"3,4,5, GAMA – I love you, I believe in you and I am proud of you!"

Hope to see you all face to face soon. In the interim
please stay healthy and keep securing lives!

A handwritten signature in white ink, appearing to read 'B. John', with a long horizontal flourish extending to the right.

GAMA Global President



07

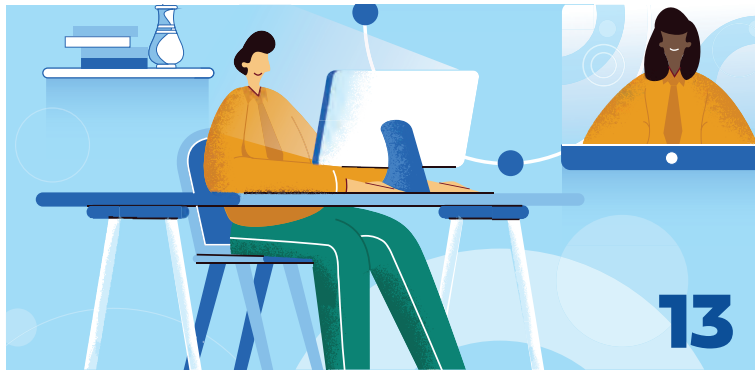
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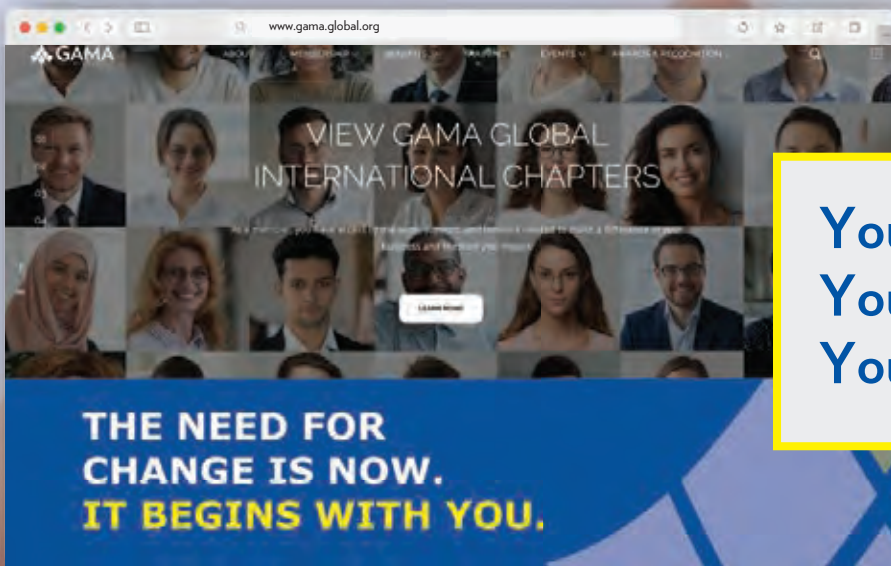
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A NEW PLATFORM FOR OUR MEMBERS

GAMAGlobal.org will be the central hub of your member experience. Visitors have access to the resource library, training, events, and so much more.



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Your Business.**

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CANADA CHAPTER HIGHLIGHTS

Chapter Happenings

MEMBER BENEFIT NOW OPEN - 2021 AWARDS APPLICATIONS

GAMA Canada is now accepting 2021 awards applications from members through the deadline of May 31, 2021. New for 2021 is the National Multi-Line Exclusive Agency Management Award. To submit your application, please visit:

<https://gamacanada.com/awardsDescription.html>.

2021 EVENT INFORMATION

The Advocis Toronto Chapter will be hosting a 2021 event available to GAMA members. Stay tuned for more details in the coming weeks!



MEMBER SPOTLIGHT

TED GIRARD BA,CFP,CLU,CHS

DISTRICT DIRECTOR, SUN LIFE FINANCIAL

Birthday: May 15th

Family: 3 kids

Social Media

Facebook & LinkedIn: Ted Girard

Favorites

- Place to Travel: China
- Food: I'm a foodie, I love it all!
- Beverage: Bubble Tea
- Hobbies: Baseball Coaching
- Book: Good to Great, Jim Collins
- Industry Leader: Earl Nightingale
- Leadership Quote:

"In the absence of value, fees are a problem."



BAHAMAS CHAPTER HIGHLIGHTS

Chapter Happenings

TRAINING EVENT

GFSP GL-223: February 12th

SPECIAL EVENTS

Membership Drive, Agents & Managers: February – April



MEMBER SPOTLIGHT

DASHWELL E. FLOWERS

VP OF SALES AND AGENCY DEVELOPMENT,
BAF FINANCIAL INSURANCE COMPANY

Birthday: October 25th

Family: Single, One Daughter

Social Media

Facebook & LinkedIn: Dashwell E. Flowers

Favorites

- Place to Travel: Atlanta, GA
- Food: Grilled Sirloin Steak & Veggies
- Beverage: Moët Champagne
- Hobbies: Lifting Weights & Reading
- Book: The Leadership Challenge, Kouzes & Posner
- Industry Leader: Keith L. Major
- Leadership Quote:

"Tough times dont last forever, tough people do."

It's Time To Step Up Your Digital Game

Creating genuine connections in a virtual world

BY DEBRA GROMMONS

It's 8:00 Monday morning. You head into your home office and log into Zoom for your weekly leadership team meeting. As you are reviewing the recruiting numbers with the team, you notice Alicia appears to be texting, Allen is talking to someone off camera, and Jason has turned off his video.

Then it hits you; everyone is connected, but no one is actually connecting.

Your team, once a tight-knit, hard-working group of leaders, now seems uninspired. You've done everything all the COVID-inspired, team-building articles, blogs, and podcasts told you to do to keep your team engaged virtually, and it worked for a while.

Why isn't it working now?

Relationship building is a core competency for leaders in financial security; to succeed in the profession, leaders must be skilled in developing warm relationships and networks. In 2020, those relationship-building skills were put to the test. "There is a magnifying glass on who we are as leaders," says Michelle Hubert, Regional VP at Farm Bureau Financial Services. "You can't hide in adversity. You have to step up and find a way to lead."

Financial security leaders certainly stepped up to the 2020 challenge, but it was a long year. If your team seems tired, it's probably because they are. Americans are working, on average, three hours longer each day than they were before the pandemic.¹

And, it appears that many of those working hours have been spent on video calls. In December 2019, Zoom had an estimated 10 million daily meeting participants. In April 2020, there were more than 300 million.² Those numbers don't include the millions of people using other collaboration platforms. For example, Microsoft Teams users increased from 20 million in November 2019 to 115 million in November 2020.³ Once a novelty, all those virtual meetings have become a bit exhausting. It turns out our brains must work harder to process information on video calls.⁴ There's even a name for it: Zoom fatigue—the "tiredness, worry, or burnout associated with overusing virtual platforms of communication."⁵



But, for all its drawbacks, videoconferencing is still one of the best ways to connect virtually. "We aren't using technology to its full potential," says Devin Gaffney, Field Training and Professional Development Leader with AAA Life Insurance Company. "After a year of videoconferences, people have reached a fatigue point. We learned how to use Zoom to run meetings, but we aren't leveraging its features to get people fully engaged."

In short—it's time to step up our digital game.

Follow the four-minute rule

"There is so much more we can do to engage people on video calls," Gaffney says. "We have to stop thinking of videoconferencing as a communication tool and start thinking of it as an opportunity to collaborate." Most videoconferencing platforms offer breakout rooms, polls, and whiteboards—tools learning and development professionals use to foster group collaboration and problem solving.

Hoopis Performance Network (HPN) has been using digital learning and virtual classroom technology for more than a decade. "People think virtual learning is a webinar with a few polling questions," says Joey Davenport, President and Principal with HPN, "but the virtual classroom experience can be so much more." HPN teaches its facilitators to involve participants early and often. "When you aren't face-to-face, you're competing for attention with everything else that is going on," Davenport says. "As a rule, you should try to involve participants every four minutes." Building team participation into your agenda will help keep your team engaged during virtual meetings. Take a poll, switch presenters, ask a question—anything that gets people actively involved every four minutes.



Change it up

Hubert quadrupled communications with her team at the onset of the pandemic. Almost a year later, she's still communicating frequently but has switched it up with texts, phone calls, emails, and webinars—including arranging a Finseca Cares Act webinar exclusively for Farm Bureau agents.

Brian Wilson, Sales Director with Mutual of Omaha, has also cut back on video calls. "People needed frequent communication in the beginning," he says. "I held daily Zoom training sessions for about four weeks. Some of my advisors told me that's what kept them going." By mid-summer, Wilson began to cut back on video meetings. "I realized I was becoming white noise. I needed to change things up."

Wilson now uses text to check individual advisor activity each day and Slack for team communications. "I started with five channels," he says, "and now we're up to 11 different discussion topics." Wilson has a team check-in via Slack

each morning and a "victory check-out" at the end of each day. "I don't care if it's personal or professional; I want to hear about one success you had today," Wilson tells his team.

Even leaders at HPN don't use videoconferencing exclusively. "Pick up the phone and do some old-fashioned outreach," Davenport recommends. "Using the phone is a differentiator in today's environment, and people notice differences more than similarities."

Get personal

Finseca Foundation research has shown that the most successful financial security leaders go beyond simply building rapport and camaraderie in their teams. They take deliberate action to develop strong, personal connections.⁶

"Developing strong connections requires intentional effort," says Mick White, Founder of the 100 Year Manifesto. "We have to reframe how we define connecting, which is often centered



around common interests rather than deep, personal relationships.”

“Get beyond the superficial,” White continues, “Don’t ask how someone is doing, ask, ‘How are you really doing?’ The word really changes everything—in conversations, in relationships, and in leadership.”

Wilson agrees, “We used to take relationships for granted—as though they would develop organically on their own. Now we have to make an effort to connect. We thought we were connecting before, but we weren’t. Relationships are much deeper now. We appreciate each other more.”

Wilson performs what he calls “welfare checks” with his team. He touches base regularly with each team member to check on their welfare. “It isn’t a work call,” he says, “I just want to see how they’re doing and give them a chance to talk about what’s going on in their lives.”

HPN has a similar process. “Our leadership team makes a conscious effort to pick up the phone and call members

of the team,” Davenport says, “especially team members we don’t interact with regularly. When we were in the office, we’d see each other. Now, it’s easy to go months without speaking to people you don’t work with on a day-to-day basis. You have to make an effort to connect.”

Even simple gestures can create meaningful connections. At AAA Life, Gaffney’s team shared pictures of their home workspaces to give each other a glimpse into their new work-at-home lives. Hubert and Davenport ship care packages to their teams, including snacks for meetings, sanitizer and masks, and Starbucks gift cards. “People need to know they are loved and cared for,” Hubert says.

Go first

How can leaders create deeper connections within their teams? White says leaders must go first. “Be the first one to share, the first one to admit it’s challenging, and the first one to ask for help.”

What White and the other leaders are describing is authentic leadership—a

willingness to lead with vulnerability and transparency—being willing to say, “This is hard, and I’m struggling with this, too.” At the same time, leaders must be aware of the challenges their teams are facing. “I don’t have children at home,” Hubert shares, “so I have to remember that others are struggling with things like childcare and homeschooling. As leaders, we have to give people the space they need to be successful. We have to be plugged in enough to know when someone needs help.”

Pay it forward

Creating deep connections is not a one-way conversation. “We have to teach these skills to our leadership teams,” Gaffney says, “and they need to teach their teams, so it becomes a fluid process up, down, and across the organization.”

If there is a silver lining to 2020, perhaps it is that we have learned to value genuine connections and have taken deliberate steps to create deeper relationships. “We’ve been talking about culture for years,” Wilson says, “now is our chance to do something about it. We can come out of this better than before.”

- 1 Davis M., Green J. “Three Hours Longer, the Pandemic Workday Has Obliterated Work-Life Balance.” *Bloomberg*. April 23, 2020. <https://www.bloomberg.com/news/articles/2020-04-23/working-from-home-in-covid-era-means-three-more-hours-on-the-job>.
- 2 Iqbal M. “Zoom Revenue and Usage Statistics (2020).” *Business of Apps*. Updated October 30, 2020. <https://www.businessofapps.com/data/zoom-statistics/>
- 3 Curry D. “Microsoft Teams Revenue and Usage Statistics (2020).” *Business of Apps*. Updated December 8, 2020. <https://www.businessofapps.com/data/microsoft-teams-statistics/>
- 4 Sklar J. “Zoom fatigue is taxing the brain. Here’s why that happens.” *National Geographic*. April 24, 2020. <https://www.nationalgeographic.com/science/2020/04/coronavirus-zoom-fatigue-is-taxing-the-brain-here-is-why-that-happens/>
- 5 Wolf CR. “Virtual platforms are helpful tools but can add to our stress.” *Psychology Today*. May 14, 2020. <https://www.psychologytoday.com/us/blog/the-desk-the-mental-health-lawyer/202005/virtual-platforms-are-helpful-tools-can-add-our-stress>.
- 6 A Study of Leadership Competencies. GAMA Foundation (Washington, DC, 1997).



HELLAS CHAPTER HIGHLIGHTS

Chapter Happenings

SPECIAL EVENTS

Annual Virtual Conference: "The DNA of Knowledge"

2021 WEBINARS: DETAILS COMING SOON...



MEMBER SPOTLIGHT

FANNIE THEOFANIDOU

COMMUNICATIONS MANAGER, GAMA HELLAS CHAPTER

Birthday: December 28th

Family: Single

Favorites

- Place to Travel: Cuba
- Food: Cheese, Please!
- Beverage: Masticha Liqueur
- Hobbies: Boxing & Dancing
- Book: Team of Rivals: The Political Genius
of Abraham Lincoln, Doris Kearns Goodwin
- Leadership Quote:
"The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands in times of challenge and controversy."
– Martin Luther King, Jr,


GAMA
 — GLOBAL-HONG KONG —

HONG KONG CHAPTER HIGHLIGHTS

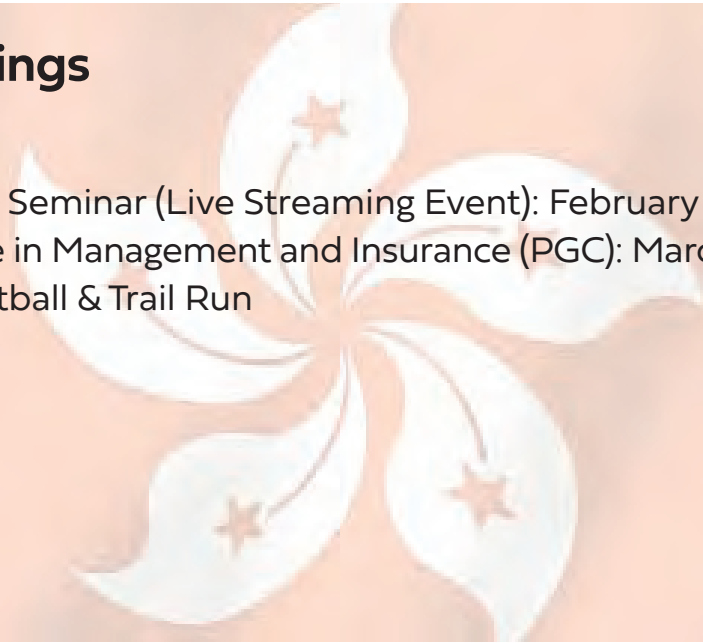
Chapter Happenings

SPECIAL EVENTS

Insurance Management Seminar (Live Streaming Event): February 3rd, 2021

Postgraduate Certificate in Management and Insurance (PGC): March 12th - July 24th, 2021

Charity Program: Basketball & Trail Run



MEMBER SPOTLIGHT

WILLIS WONG

PRESIDENT, GAMA HK

Birthday: September 3rd

Family: Pecky Wong (Wife)

Michelle Wong (Daughter)

Audrey Wong (Daughter)

Hei Kwok (Son-in-Law)

Jake Kwok (Grandson)

Social Media

Email: williswong@gama.com.hk

Favorites

- Place to Travel: Europe
- Food: Chinese Food
- Hobbies: Travel, Trail Run, Golf, Snowboard
- Industry Leader: Mr. Eddie Yu
- Leadership Quote:
"Love is the foundation of any relationship."

TIME TO LEVEL UP



Your GAMA Global member benefits just got even better.



GAMA Global E-Journal

Read leadership tips and tricks to take your business to the next level.



Book-of-the-Month Club

Use summaries and discussion topics to lead a stimulating conversation.



TED Talk Leadership Spotlight

Watch select Ted Talks with an emphasis on innovation and creativity.



Leadership Legends Webinar Series

Hear from industry icons reinventing the financial security profession.



Take-5 Best Practice Review

Explore how other leaders are addressing challenges and opportunities.



Visit www.gamaglobal.org
and access the latest resources.



DIGITAL MEETINGS

Engagement Challenge

Want to run digital meetings with your team or clients that encourage engagement, information retention, and connectivity?

Experts suggest you get your attendees involved every four minutes. Challenge yourself to include as many attendee engagement ideas from the list below as you can and hit that four-minute target with ease.

QUICK ENGAGEMENT TECHNIQUES

- **GET CHATTY**

Use the chat box feature liberally. Begin by asking simple yes or no questions then explicitly asking attendees to type their response into the chat and narrate those responses. Once your attendees are “warmed up,” graduate to open-ended questioning. The chat is also a great place to indicate agreement with a speaker without speaking over the presenter.

- **Play with the camera**

Use the camera in the same way you’d ask for a show of hands. Ask participants to turn their cameras off, ask a question, and then ask participants to turn their cameras back on if they’d answer “yes” to the question.

- **Post a poll**

Polls can be used to check understanding (think quick quiz), gauge level of agreement with a statement, or as fun ice breakers. Unless needed for a specific reason, keep polls anonymous and let your attendees know that when answering.

- **Be vocal**

At the very beginning of meetings, set the expectation that participants vocalize (or put in the chat) yes and no responses. Tools for collaboration • Bring back the board Never underestimate the power of the post-it, even if that post-it is digital. There are several online whiteboarding tools that will allow you and your attendees to brainstorm and organize ideas in real time. We like Miro and Google has a free tool as well.

TOOLS FOR COLLABORATION

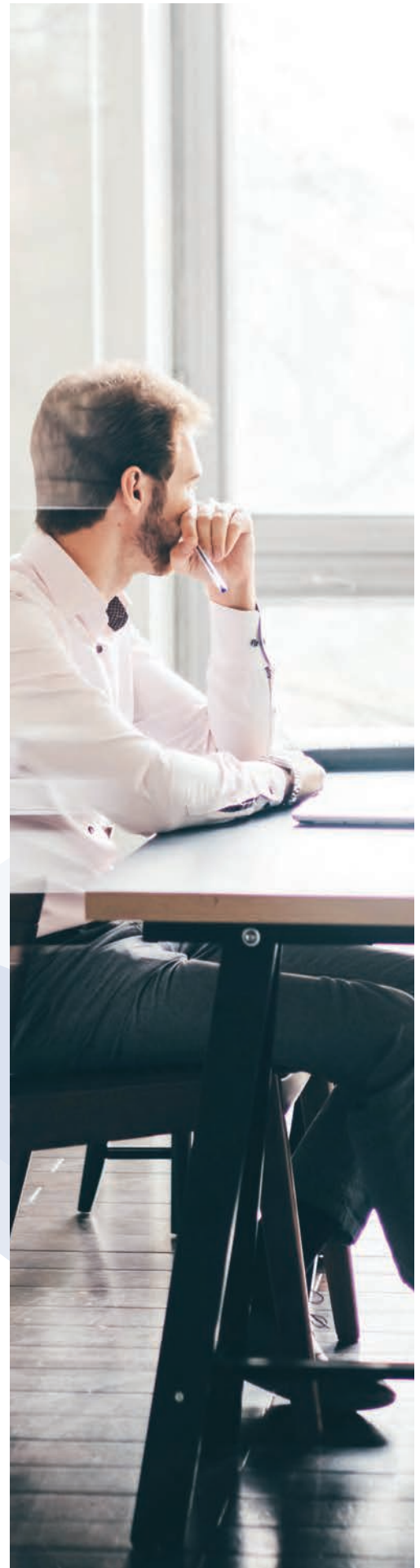
- **Bring back the board**

Never underestimate the power of the post-it, even if that post-it is digital. There are several online whiteboarding tools that will allow you and your attendees to brainstorm and organize ideas in real time. We like Miro and Google has a free tool as well.

- **Break it up**

Use breakout rooms to give attendees more time to talk and connect with one another. Breakout rooms work best when attendees have a clear roadmap for how to use their breakout room time together. This Harvard Graduate School of Education resource outlines over a dozen discussion protocols you can use in any meeting setting, including digital breakout rooms.

“Time to up your (digital) game,” Debra Grommons, Finseca Leadership 1.14.2021





MEXICO CHAPTER HIGHLIGHTS

Chapter Happenings

WEBINARS

Welcome to the Work Site Committee: February 11th, 2021

36th Edition of ASPRO News Maggazin: February 15th, 2021

How to Open New Markets: February 24th, 2021

TRAINING INFORMATION

Recruiting From Mind Universe: This workshop is focused on how to recruit specific profiles and be empathetic to your advisers.

LAMP LATAM 2021

Join leaders from Latin America and around the world on April 22nd and April 23rd for GAMA Global's 2021 virtual LAMP LATAM conference! Registration details coming soon...



MEMBER SPOTLIGHT

MARÍA DEL SOCORRO CERRILLO LIMÓN

GENERAL MANAGER, MEDRANO CERRILLO CONSULTORES

Birthday: May 19th

Family: Ricardo Medrano (Spouse)

Social Media

Facebook: @medranoseguros

Favorites

- Places to Travel: Asia & Latin America
- Food: Mexican & Mediterranean
- Beverage: Red Wine
- Hobbies: Swim, Dance & Cook
- Book: 21 Irrefutable Laws of Leadership, John Maxwell
- Industry Leaders: Joe Jordan & Teresa del Toro
- Leadership Quote:
"Specialization will make a difference in your professional life."


GAMA
 — GLOBAL-PHILIPPINES —

PHILIPPINES CHAPTER HIGHLIGHTS

Chapter Happenings

SPECIAL EVENTS

Monthly Board Meeting: 1st Wednesday of Every Month

Courtesy Virtual Meetings with CEOs of all Sponsor Companies

QUARTERLY KAPIHAN

Topic on Recruitment: March 10th, 2021



MEMBER SPOTLIGHT

SUSAN LEE

PRESIDENT, GAMA GLOBAL-PHILIPPINES

Birthday: April 9th

Family: Lancelot Lee (Husband)

Zzlleenn Lee (Daughter)

Myzylyn Lee (Daughter)

Queenzyleen Lee (Daughter)

Owdylyn Lee (Daughter)

Wynzyleen Lee (Daughter)

Favorites

- Places to Travel: Japan & China
- Food: Wagyu & Seafood
- Beverages: Coffee & Tea
- Hobbies: Cooking & Watching Movies
- Books: Good to Great & Dare to Lead
- Industry Leader: Tony Gordon
- Leadership Quote:
"Leadership is action, not position."



Happier With A Financial Advisor

People with a financial advisor say they aren't just better with money — they're happier with life overall

There's no right or wrong approach to managing money, but many people find that it pays to hire help.

For the latest installment of its Planning and Progress Study, Northwestern Mutual surveyed 2,000 American adults and found that financial stability plays an outsized role in a person's overall life satisfaction.

According to the survey results, 92% of people say nothing makes them happier or more confident in life than having their financial house in order. While only about one-third of the survey respondents said they have worked with a financial advisor, those who do report much greater financial stability.

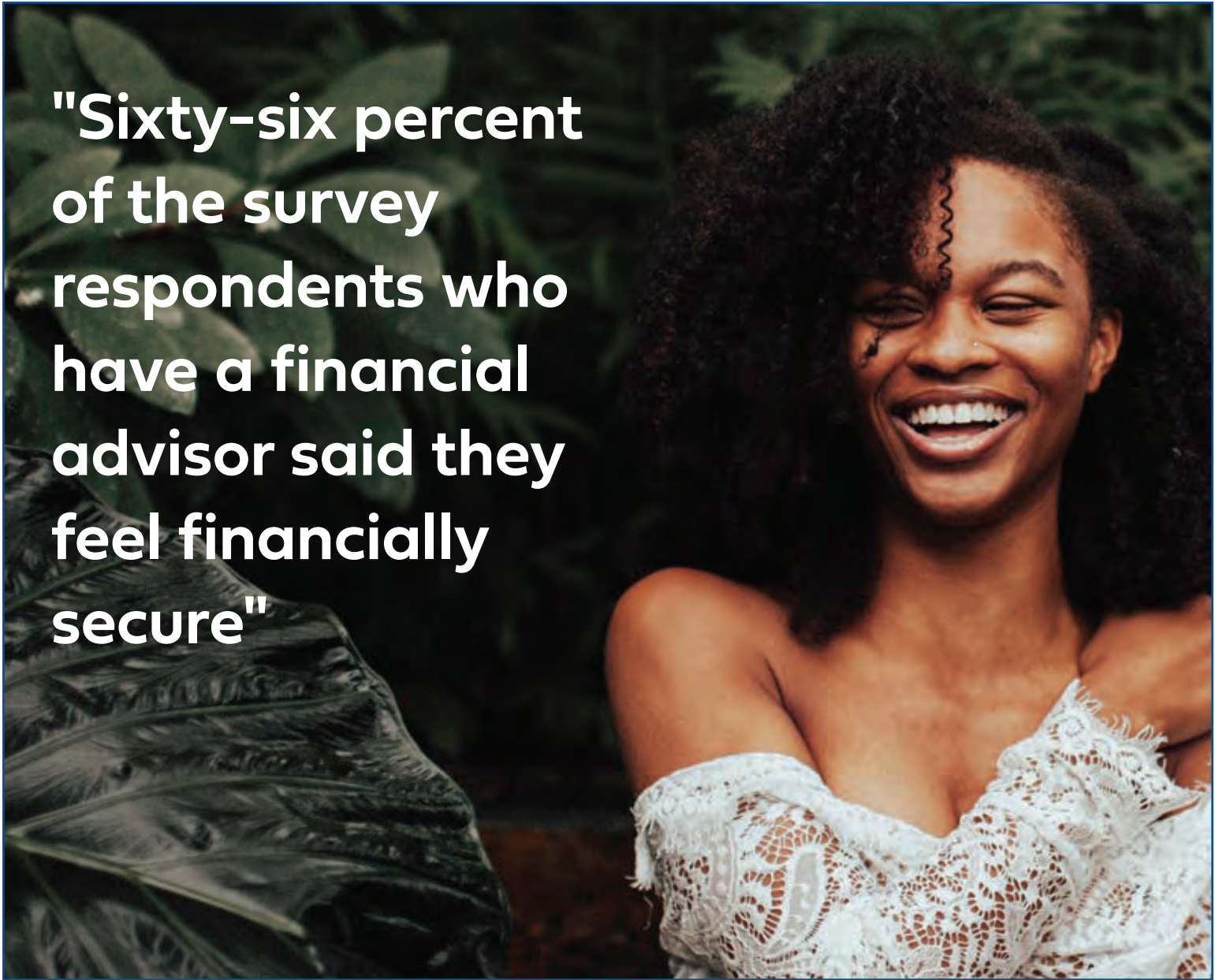
Sixty-six percent of the survey respondents who have a financial advisor said they feel financially secure, compared to 30% of those who don't pay for professional help. A whopping 85% of respondents who work with a financial advisor feel their personal life is headed in the right direction, compared to 71% of those who don't have an advisor. And seven in 10

respondents who have an advisor said they're happy with their life, compared to five in 10 people who said the same but handle their money on their own.

Further, people who work with a financial advisor are more likely to know how to balance spending now and saving for later; set specific goals and feel confident that they will achieve those goals; and have a plan in place to weather economic ups and downs, according to the survey.

What does a financial advisor do?

Financial advisor is a catch-all term that usually includes financial planners and investment advisors. A good certified financial planner can help organize your overall financial picture, including setting up a retirement saving and investing strategy; planning for big expenses, like buying a house or having kids; everyday budgeting and spending; plus tax and estate planning.



**"Sixty-six percent
of the survey
respondents who
have a financial
advisor said they
feel financially
secure"**

You may also consider hiring a financial planner if you're too overwhelmed or confused by your money to make big financial decisions, including how to balance multiple financial goals, manage a business, get out of crushing debt, or establish a retirement savings plan. If the alternative to meeting with a financial planner is decision paralysis, you're better off seeking outside advice.

Investment advisors typically focus on the nuances of your investment strategy, such as what stocks or funds to buy in and out of your retirement accounts and how to minimize taxes. They can also manage your investments, but usually charge a fee of 0.5% to 2% of the portfolio. You don't have to be a sophisticated investor with millions in the market to have an investment advisor, but you probably don't need one if you just want to know how to invest a few thousand dollars or which funds to choose in your retirement accounts.

Keep in mind that it's best to look for financial advisors who follow the fiduciary rule, meaning they operate in their clients' best interest, and are fee-only. This means client fees are their only compensation and they don't earn commission when you invest in certain funds or buy financial products.

A fee-only financial planner typically charges an hourly fee, fixed fee, or asset under management fee. If you want to meet a few times to create a financial plan, you'll likely pay an hourly fee between \$100 and \$300, on average. Regular access to an advisor who can help you implement and maintain your financial plan usually commands a higher fixed fee, between \$1,000 and \$3,000, on average.

¹ "People with a financial advisor say they aren't just better with money — they're happier with life overall" Tanza Loudanback, Insider, Jul 24, 2019. <https://www.businessinsider.com/personal-finance/financial-advisor-worth-the-cost-for-money-advice-2019-7>



THAILAND CHAPTER HIGHLIGHTS

Chapter Happenings

MONTHLY FACEBOOK LIVE CLASSES

February 11th, 2021: 7:00PM to 8:30PM

February 25th, 2021: 7:00PM to 8:30PM

March 11th, 2021: 7:00PM to 8:30PM

March 25th, 2021: 7:00PM to 8:30PM



MEMBER SPOTLIGHT

WITHOON LERTPANOMWAN

PRESIDENT, GAMA THAILAND

Birthday: July 30

Family: Wife, Two Sons

Favorites

- Place to Travel: USA
- Food: Beef Noodles
- Hobbies: Golf, Badminton, and Movies
- Book: The Magic of Thinking Big, David J. Schwartz
- Industry Leader: Phillip Richards
- Leadership Quote:

"Leadership is not a position or a title.
It is vision, action, and example."



VIETNAM CHAPTER HIGHLIGHTS

Chapter Happenings

SPECIAL EVENTS

No February Chapter Events or Training Courses (New Lunar Year Holiday)

SPECIAL EVENTS

Stable Leader: Ready Team: February 18th, 2021



MEMBER SPOTLIGHT

NGUYEN DUC THANG

CHAIRMAN, FIRST STEP JSC.

Birthday: October 5th

Family: Married, Two Children

Social Media

Facebook & LinkedIn – Nguyen Duc Thang

Favorites

- Places to Travel: USA, Canada, Europe
- Food: Steak & Seafood
- Beverages: Coke Zero & Juice
- Hobbies: Movies, Music & Reading
- Book: The Sky Is Not The Limit
- Industry Leader: Phillip Richards
- Leadership Quote:

"If we want a positive result, we have to start with a positive attitude."

Transformational Leadership



— Ramona Neely, Vice President, Home Service Sales. February 01, 2021

In my desire to combat the many challenges associated with survival in a COVID19 pandemic environment, I can attest to the necessity for leaders in the financial services sector to adopt the posture of a transformational leader. Transformational leaders are committed to changing the leadership outcome and must therefore have a leadership purpose that is so clear and compelling that it permeates all experiences in the workplace. Such leaders inspire those who follow. Our passion, energy and enthusiasm for each task at hand become so contagious that those we lead are motivated to engage in creating a rewarding experience for our besieged customers.

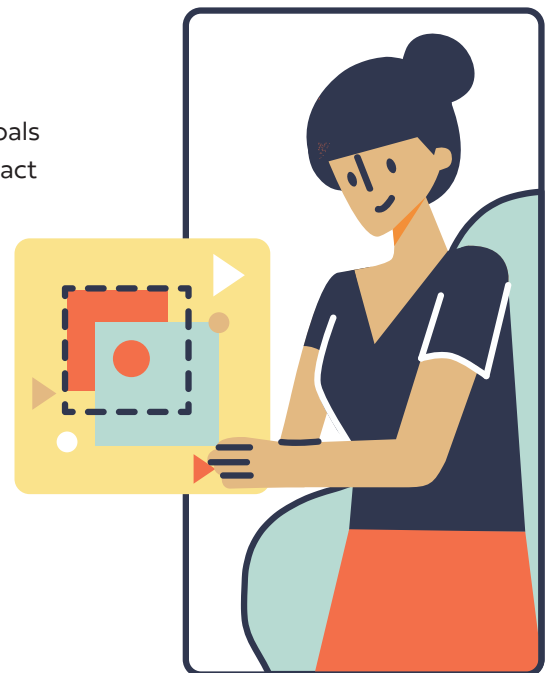
In his book, 7 Principles of Transformational Leadership, Hugh Blane, President of Claris Consulting, puts it like this: one of the common obstacles of becoming a transformational leader is that many workers, leaders included, now have "zero white space". Meaning that they are too overwhelmed to think

strategically – much to their detriment because successful workplace dynamics demands that they think, strategize, pursue and persist in order to produce in the midst of the COVID19 pandemic. Our workers, the clients they serve and the general public are all seeking to make the transition from victims to victors. Leaders must therefore lead with this in mind. We must remain positive, firm and focused as we continue to coach and mentor others.

Transformational Leaders must be mindful of the gap between what goals we want to accomplish and our impact on those we lead particularly in this COVID19 environment. We must constantly revisit our intent by asking: How is my leadership helping or hindering the performance of my agency? What am I doing that bars my success? What adjustments must I make to survive and possibly thrive in 2021?

As leaders in financial services and insurance sales management we, despite COVID 19 challenges, must

remain focused on the fundamentals of our business – the relentless search for ways to recruit and retain top talent recognizing that perseverance and survivability are critical. We must realize that our overall sales performance will be far better when we surround ourselves with salespersons and staff who are highly motivated and committed to getting the job done just as their leaders too are committed to getting the job done!



GAMA UNITED STATES CHAPTER HIGHLIGHTS

Chapter Happenings

LEADERS FORUM (PARTNERING WITH OUR SISTER ORGANIZATION, FINSECA.)

Leaders Forum will be held in English only. Please visit the website for additional info:
<https://www.finsecaleadershipforum.org/>

GAMA GLOBAL LAMP LATIN AMERICA

Join field leaders from around the world for GAMA Global's first-ever virtual LAMP LATAM Conference taking place April 22, 23 & 24, 2021! LAMP LATAM will bring opportunities to hear from industry leaders and innovators, while connecting with other financial services professionals.

GAMA GLOBAL MEMBERSHIP BENEFITS RELEASE DATES

Benefits will be released starting in February.

Week of 02/01 – Launch of GAMA Global website

Week of 02/15 – Book-of-the-Month Club

Week of 02/15 – TED Talk Leadership Spotlight

Week of 03/01 – Leadership Legends Webinar Series

Week of 03/05 – Take-5 Best Practice Review

Coming Soon – GAMA Global Digital Membership Card



MEMBER SPOTLIGHT

AAMIR CHALISA

GENERAL MANAGER, FUTURITY FIRST INSURANCE GROUP

Birthday: October 28th

Family: Nuzhat (Spouse)

Farah & Amaan (Children)

Social Media

Facebook & LinkedIn: Aamir Chalisa

Favorites

- Places to Travel: Asia – Vietnam & Thailand
- Food: Butter Chicken
- Beverage: Mojito
- Hobbies: Travel & Sports
- Book: The 7 Habits of Highly Effective People, Stephen Covey
- Industry Leader: Bonnie Godsmen
- Leadership Quote:

"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."



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