MGIC®

DESIGNS FOR LEARNING

Course Catalog

customer service

technical

communication

sales

If you've ever walked with a pebble in your shoe, you understand how something small can have a big impact.

A penny isn't much on its own, but save enough pennies and you could be a millionaire. The same goes for learning something new. You don't need to spend a month or even a week in a class to make a difference in your job. Spend a few hours in an MGIC workshop and you can change the way you work and work with others.

Maybe you're interested in learning how to determine the cashflow of a self-employed borrower. Or you could use some tips on how to review an appraisal. What about providing better customer service? Our popular *Give 'em the Pickle!* program demonstrates that it's the little things that make customers happy.

We invite you to spend a little bit of time with us. What you learn could make a big impact on your career and on your company. Page through this catalog to review our workshop descriptions. Then check out our online webinar schedule at mgic.com/training. Or if you would prefer to have one of our professional trainers provide a classroom workshop for your company, contact your MGIC account representative, mgic.com/contact.

Designs for Learning Course Catalog

Technical Training Workshops

Customer Service & Professional Communication Skills Workshops

Sales Presentations & Training Workshops

Technical Training Workshops

Mortgage Insurance Basics

Who should attend? Processors, underwriters and loan officers who are new to the mortgage business or looking to refresh their knowledge about mortgage insurance.

Make homeownership possible with mortgage insurance! A 20 percent down payment is a big hurdle for most homebuyers. Learn how MI helps get them over that hurdle – and helps you originate more loans in the process! In 1957, MGIC created private mortgage insurance to help make homeownership more affordable. Today, the mortgage industry offers more financing alternatives for high-LTV lending, yet MI remains one of the safest, most affordable options for both lenders and borrowers.

Join MGIC for this fundamental workshop, and get acquainted – or reacquainted – with the basics of mortgage insurance.

You'll learn to:

- Consider, Compare and Conclude which options are best for borrowers
- Understand what MI is and how it works
- Demystify some of the misunderstandings and misinformation surrounding MI
- Calculate MI rates based on popular premium plans

Approximate Time Frame:

Webinar: 30 minutes
Classroom: 1 hour

Program time frames can be customized to meet your needs.

Evaluating Income and Assets

This program is available with an income or asset-only option

Who should attend? Processors, underwriters, loan officers

Evaluating income and assets is a critical skill in the underwriting process. Where does your borrowers' income come from? Will they be able to make their new mortgage payment AND meet all of their other monthly obligations? Do their down payment and cash management skills support their commitment to the property and to repaying their mortgage?

After attending this workshop, you'll be able to answer these questions and make better, more informed underwriting decisions.

You'll learn to:

- Identify various income sources
- Document and calculate income from several diverse sources
- Understand the different asset categories
- Document and source assets

Note: This class does not include evaluating self-employed borrowers. MGIC offers classes for evaluating self-employed borrower income.

Approximate Time Frame:

Webinar: 1.5 hours
Classroom: 2 hours

Program time frames can be customized to meet your needs.

How to Review an Appraisal

Who should attend? Processors, underwriters, loan officers

Get familiar with the significant aspects of residential appraisals. Learn to spot cautionary items in the appraisal that will help you identify potential problems.

In MGIC's How to Review an Appraisal workshop, you will get the tools you need to help build and strengthen your appraisal evaluation skills. The more familiar you become with typical secondary market guidelines, learn what reports are available, and develop a deeper understanding of certain cautionary items that help identify potential problems, the better you will be at evaluating an appraisal.

You'll learn to:

- Analyze the Uniform Residential Appraisal Report (URAR 1004/70), including interior and exterior photos, location map and floor plan sketch
- Analyze the Market Conditions Addendum (1004MC/71)

Tools You Can Use

This workshop provides the most up-to-date appraisal information and analytical tools, including:

- A resource manual to keep at your desk as a handy reference after completing the training
- An appraisal review checklist that helps identify potential cautionary items

Approximate Time Frame:

Webinar: 1.5 hours
Classroom: 2 hours

Program time frames can be customized to meet your needs.

Understanding the Condo Appraisal

Who should attend? Processors, underwriters, loan officers

Find out what makes a condo unique. Learn the property characteristics that set condos apart from a house. In MGIC's Understanding the Condo Appraisal webinar, you will learn what property characteristics make a condo unique and what to consider when reviewing the Individual Condominium Unit Appraisal Report (1073/465).

In this session, you will:

- Understand property characteristics unique to condos
- Review key sections of the Individual Condominium Unit Appraisal Report (1073/465)
- Understand common secondary market requirements and potential red flags

Note: It's recommended that you attend the How to Review an Appraisal training program prior to attending this session.

Approximate Time Frame:

Webinar: 1.5 hours
Classroom: 1.5 hours

Program time frames can be customized to meet your needs.

Technical Training Workshops

The Fundamentals of the Mortgage Process

Who should attend? Processors and loan officers with fewer than 3 years of experience

The more you know about the mortgage process, the more you maximize your effectiveness. A homebuyer – especially a first-time homebuyer – relies on a team of experts to guide him through the complicated mortgage process. As one of the team members, the more you know, the more effectively you can help them achieve their goal of homeownership.

Our Fundamentals seminar incorporates a high-level overview of the basic principles of processing and underwriting and helps you become comfortable with the fundamental skills required to effectively take and process a mortgage application. Join us for this insightful workshop, and you'll maximize your effectiveness and value to both your borrowers and your company.

You'll learn to:

- Logically gather data and documents
- Understand the importance of a complete 1003
- Understand risk layering
- Understand various types of income and asset documentation
- Evaluate the Four Cs: Credit, Capacity, Capital & Collateral, which help determine the borrower's ability to repay the mortgage
- Understand the basics of mortgage insurance

Approximate Time Frame:

Webinar: 1.5 hours
Classroom: 2.5 hours

Program time frames can be customized to meet your needs.

Preventing Mortgage Fraud – Take a Closer Look

Prevention is the best protection.

Who should attend? Lenders

The damages of mortgage fraud cost time and energy, not to mention money. How can you help prevent it? Take a closer look... do you see red flags? It's not always easy to spot fraud, but becoming familiar with red flags that commonly appear in fraud cases will better protect you from its costly damages.

In this workshop, you'll learn about:

- What fraud is and its effects
- Where fraud frequently occurs
- Common schemes and motivations
- How red flags assist in fraud detection
- Your role in fraud detection

Approximate Time Frame:

Webinar: 1 hour

Classroom: 1.5 hours

Program time frames can be customized to meet your needs.

Evaluating the Self-Employed Borrower

Who should attend? Processors, underwriters and loan officers

One out of 10 borrowers who walks through your door is likely to be self-employed. Take advantage of the opportunity these borrowers represent by learning how to determine their cash flow. As business owners, the self-employed borrowers' goal is to maximize income and earning potential and at the same time, reduce their tax liability. The problem with that is reducing tax liabilities decreases reported income and makes qualifying for a loan more challenging.

Join MGIC for this comprehensive workshop that will help you dig deeper through today's tax returns to develop a clear picture of your self-employed borrowers' monthly cash flow and overall financial standing.

We offer classes for evaluating personal tax returns and business tax returns, or both. The personal tax return analysis class takes you step-by-step through the self-employed borrower's personal tax returns. The business tax return analysis class shows you how to dig deeper through those tax returns to develop a clearer picture of the self-employed borrower's personal and business financial standing.

In these workshops, you'll learn to:

- Review personal tax returns and schedules, focusing on sole proprietor; and unreimbursed expenses
- Recognize rental income properties and their losses and expenses, including noncash expenses and recurring vs. nonrecurring expenses
- Increase efficiency in processing and underwriting SEB loan applications
- Understand documentation requirements, acceptable income and underwriting criteria

In the analyzing business tax returns class, you will learn to:

- Become familiar with the different business structures
- Analyze the partnership K1s, 1065 partnership, S-Corporate K1s, 1120 S-Corporate and the 1120 US Corporate returns
- Understand the importance of financial statements

Note: The business tax return analysis course assumes an understanding of the basic fundamentals for analyzing tax returns such as recurring vs. nonrecurring income/loss, depreciation, noncash expenses, etc. and how they affect cashflow.

Approximate Time Frame:

Webinar: 1.5 hours

Classroom: 2.5 hours

Program time frames can be customized to meet your needs.

Customer Service & Professional Communication Skills Workshops

Success Signals

Who should attend? All associates

The secret to effective communication is to recognize and adapt to other communication styles. The communication gap is the No.1 barrier to organizational effectiveness. How can you break through the gap? By knowing the signals others need us to send. Effective communication can be difficult when two people don't see eye-to-eye. But with a closer look, you'll find that it may not be what you're attempting to communicate, but how you're communicating it.

Join MGIC for this enlightening workshop, as you learn how to:

- Work with people of different communication styles in order to maximize effectiveness and minimize conflict and stress
- Gain commitment and cooperation
- Improve team interaction and effectiveness
- Recognize and adapt to the dominant communication styles

Approximate Time Frame:

Classroom: 2 hours

Note: Fee for course materials.

Program time frames can be customized to meet your needs.

Managing Conflict With Style

Prerequisite: Success Signals

Who should attend? All associates and managers

Studies show that 80% of those who fail at work do so for one reason: They do not relate or communicate well with others. Conflict, strife and opposing points of view are a fact of life. You can't change that, but you can change the way you react.

In this highly interactive program, you'll learn:

- 4 causes for communication conflict
- The cause for 70% of all human conflict
- What stress does to your communication style
- Ways to minimize confrontation

Approximate Time Frame:

Classroom: 1.5 hours

Classroom: 2 hours *(includes Success Signals program*)*

***Note**: Fee for course materials.

Program time frames can be customized to meet your needs.

Write it Right

Who should attend? Anyone who writes emails

Studies show that 205 billion emails are sent and received each day and that the average office worker sends 112.5 emails each day! Your email makes an impression – often a first impression – provides information and is a reflection of you and your organization.

In this interactive workshop, we will share writing techniques that make it easy for your readers to read, understand and respond to your emails – all of which ensure you'll be sending the right impression, too. You'll also learn how to set the right tone, convey bad news and influence behavior.

In this workshop, you'll learn how to:

- Get your email recipients to read your message
- Organize your message and be concise
- Get a response/action
- Proofread
- Make a positive impression

Approximate Time Frame:

Classroom: 1.5 hours

Program time frames can be customized to meet your needs.

The Art of Networking

Who should attend? All associates and managers

Unlock the secrets of networking and have fun doing it! Ever wonder why some people seem to know everybody? Wonder no more! The beauty of networking – if done well – is that it works both ways. Not only do you benefit by developing a virtual Rolodex of resources, but you can also become a powerful resource for others. The Art of Networking program is designed to help you succeed on both sides of the equation. The Art of Networking will teach you how to use innovative communication ideas to help you grow your business.

You will learn:

- How to establish new and valuable contacts
- How to gracefully join a conversation with a group of strangers at a reception
- The correct way of accepting a business card
- The secrets to getting a busy decision maker to take your call
- How to use networking events to leverage business opportunities and expand relationships

Approximate Time Frame:

Classroom: 1.5 hours

Program time frames can be customized to meet your needs.

Customer Service & Professional Communication Skills Workshops

Introduction to "Pickle" Workshops

Our fun, yet professional *Give 'em the Pickle* workshop is designed for everyone in your organization – because everyone is charged with providing outstanding experiences for your customers.

The *Leadership Pickles* workshop combines principles of customer service with keys of outstanding leadership to show your managers how to build teams who provide outstanding customer service every day. (If your leadership team is already familiar with the 4 principles of customer service, we can present an abbreviated Leadership Pickles workshop that doesn't include the *Give 'em the Pickle* video and program.)

Give 'em the Pickle

Who should attend? All associates

Being prepared, skilled and knowledgeable about the mortgage process is essential for anyone in this industry. But it's not enough if your customer's experience is negative. To win them over, you first need to provide an outstanding customer experience.

The program highlights 4 principles of great customer service:

- **Service:** Make serving others your first priority
- **Attitude:** How you think about customers is how you treat them
- **Consistency:** Customers return because they liked what happened last time. Set high standards and live them every day
- **Teamwork:** Look for ways to make each other look good. In the end, everything everyone does ends up in front of the customer

Approximate Time Frame:

Classroom: 1.5 hours

Program time frames can be customized to meet your needs.

Leadership Pickles

Who should attend? Managers, coaches and leaders

The ability to lead is critical in every type of business. Some people are natural leaders; some need a few pointers. However, all of us have the potential to be strong, effective leaders.

Combine the customer service principles of Give 'em the Pickle with the keys to outstanding leadership, and you're on the way to building highly effective teams who provide outstanding customer service every day.

The program highlights 3 keys of outstanding leadership:

- Spreading enthusiasm
- Inspiring confidence
- Demonstrating integrity

Approximate Time Frame:

Classroom: 1.5 hours *(Leadership Pickles only)*

Classroom: 2 hours *(includes Give 'em the Pickle program)*

Program time frames can be customized to meet your needs.

Sales Presentations & Training Workshops

MGIC offers customized training workshops that help sales professionals to develop plans to maximize their skills. For more information on this customized approach, contact your MGIC representative.

Customized Training & Professional Speakers Bureau

These training programs can be customized to meet your specific needs. We can mix and match sessions, or spend more time on a topic. Sessions can also be scheduled to fit into your workflow.

We have a national network of professional trainers located across the country. Special event webinars feature experts in marketing, customer service, appraisals and the mortgage industry. These special sessions provide information and insight delivered directly to you through your PC.

MGIC's training class schedule is regularly updated and appears on our website, mgic.com. Click on Training. To schedule a training class for your staff members or organization, please contact your MGIC representative.

Tools of the Trade: Ready-Made Presentations for Loan Officers

MGIC has a series of timely, relevant presentations for loan officers to present to customers and business partners (such as homebuyers and real estate agents). These presentations offer a quick and easy way to build relationships and pave the way for ongoing conversations.

These 30- to 45-minute presentations include:

- Capturing More Millennial Business
- The Changing Market: Appreciation and MI Cancellation
- 3% Down Payment Loans
- Student Loan Debt
- Basic Mortgage Insurance
- Today's First-Time Homebuyers

Check with your MGIC account representative for the most up-to-date list of available presentations.

Mortgage Guaranty
Insurance Corporation

MGIC Plaza, Milwaukee, WI 53202
mgic.com

#71-42634 (10/17)