

Participant Guide  
Session 13: Carrier & Program Gems

*Use this to engage more fully as you listen to this session. Pause the video.  
Answer these questions as the session unfolds. Dig in.*

1. Before you watch this session, which Carriers and Programs do you work with now? What are your thoughts about that?

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2. Now that you've watched the session, what can be concerning and risky working with any Carrier and any Program?

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3. What stood out the most to you from Gerry's personal story?  
What does this inspire you to do?

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