

Claims Education

INTERNATIONAL INSURANCE INSTITUTE

emagazine

TRAINING || TALK

FEATURE || STORY

In this issue, we are excited to announce that we are once again expanding our on-line training curriculum to include the Critical Thinking for Claims Professionals course. The filming has been completed, post-production is completed, and the program is up and running. Please visit www.ClaimsEducationOnLine.com for a free preview. More details in the feature story: On Line Training Program Expands.

The 6th Annual Claims Education Conference is shaping up nicely. The annual event will include mostly new course material along with a couple of requested favorites. The conference will take place in the beautiful Marriott hotel in Ft. Lauderdale. Please visit www.ClaimsEducationConference.com for more details.

I am thrilled to announce the publication of my second book, *Gaining Cooperation: Some Simple Steps to get Customers to do what you want them to*. For more information go to www.ClaimsProfessionalBooks.com.

We are pleased to announce the first ever bi-annual International Claims Executives and Claims Managers Skills Academy. This will be an event held every other year, and consist of five full day workshops designed especially for Claims Managers and Executives. For more information go to www.ClaimsExecutiveAcademy.com or www.ClaimsSkillsAcademy.com.

As always, we here at International Insurance Institute welcome your contributions to CEM and encourage you to contact Karla Alcerro at karla@insuranceinstitute.com for any input. Please feel free to direct any questions, feedback, articles, claims success stories, and/ or even topics that you would like to see discussed in the magazine. ■



Carl Van
President and CEO
International
Insurance Institute

Online Claims Training Program Expands: Critical Thinking for Claims Professionals Added to Curriculum



Claims Education On-Line has been steadily growing since its inception almost two years ago. In the 2010 Summer issue we announced our *Real-Life Time Management for Claims* course as our latest addition. Now, we have the honor of announcing our fourth program, *Critical Thinking for Claims Professionals*. The four programs that make up the entire series are:

- *Exceptional Claims Customer Service*
- *Negotiation Skills for the Claims Professional*
- *Real-Life Time Management for Claims*
- *Critical Thinking for the Claims Professional*

(For free previews, go to

www.ClaimsEducationOnLine.com)