

Awesome Adjusters Spanning the Globe

The 8 Characteristics of the Awesome Adjuster, which has recently surpassed \$175,000 in sales, has been gaining worldwide recognition. Recent sales have been recorded in places as far away as France, Singapore, Australia, and Guam. The popularity and demand for this book is truly a testament of the insurance industry's recognition of the importance of customer service.

CE classes go to the Web

III now also provides online courses for CE credits and for personal skills improvement, loss control courses, and compliance courses.

Adjusters, producers and CSRs can get CE credits without losing production time. All three can improve their personal skills via the 1600+ courses offered. These courses are the finest available, and can be easily purchased with a credit card.

Some of the current benefits of the Online CE Program are as follows:

- Agencies can pre-purchase “bundles” of Professional Skills Courses for agency personnel in advance so the end users don't have to use a credit card.
- CE courses are filed per state, and while there are many already available, new courses are being added weekly.
- Before choosing a course, you can view a brief course description. After selecting a course and signing in you'll have the opportunity to read a table of contents. If you later decide the course you have chosen does not meet your needs, you may cancel at no cost, as long as you have not yet activated the test at the end.
- Course previews are FREE! You may go in and out of as many courses as you like at no charge, as long as

you haven't activated the test. Each course is priced at \$35.95. Prices are displayed beside course titles when you select a course. You pay only when you elect to take the test. You will get three chances to pass with a score of 70 or better.

- These Online CE courses can be taken at your own pace. You may go in and out of a course as many times as you like. Once you start a test, however, you need to be prepared to finish it. If you exit prematurely, that will count as one of your three available attempts.
- Results are immediate. You will know right away whether you passed the test. And the CE credits are filed for you automatically within 24 hours of receiving passing test results and/or any proctor forms. You will even receive an immediate e-mail, and a follow-up certificate in three-five business days showing your CE confirmation.

new courses

Accident Scene Diagrams

An effective scene investigation and diagram can add significant benefit to most any liability analysis. The objective of this class is to assist the claims professional in taking their scene investigations, liability assessments, and file documentation to the next level.

The class starts out by thoroughly analyzing the essential components of a scene diagram, including tips and techniques that put the claims professional in the best position to obtain the most valuable information.

For example, classroom instruction stresses that even something as simple as *when* they conduct the scene investigation can play an important role. A prompt scene investigation is of paramount importance to avoid losing physical evidence. However, they can often get a clearer picture of lighting conditions, traffic conditions, and even increase the chance of identifying witnesses, just by conducting the scene investigation on the same time of day and day of the week on which the accident occurred.

This information gathering process incorporates both open discussions and actual examples of professionally drawn scene diagrams. Just some of critical items included in the classroom part of the discussion are as follows:

- Notes on the timing of traffic lights
- Assessment of any visibility obstructions (and identifying responsible parties)
- Analyzing scene attributes (road surface, road conditions, road elevation changes, etc.)
- Three-step vehicle movement (originating direction, point of impact, point of rest)
- Road markings (i.e. crosswalks, parking spaces, passing/dividing lines, etc.)
- Road defects (i.e. potholes)
- Road construction, barricades, traffic cones, etc.

After continuing the discussion on taking effective photographs to support the scene diagram, we put this knowledge and learning to use by having all of the students go outside of the classroom and complete some actual scene diagrams. Once the diagrams are completed, we continue to refine and develop these skills through in-depth, case-by-case feedback.

This class is available in either full-day or half-day sessions. Both formats develop skills that will make a significant impact in not only how claims professionals approach their scene investigations, but also how they document and assess liability investigations.