

Claims Training for the Goal-Oriented Insurance Professional

International Insurance Institute, Inc. (III) provides a variety of superior educational opportunities dedicated to enhancing the insurance industry. The current list of classes provides education on virtually every aspect of the claims environment. For more information on individual classes or schedules, contact III by phone at (888) 414-8811 or online at www.InsuranceInstitute.com.

COURSES FOR ADJUSTERS

Featured Courses:

Negotiation Training for the Claims Adjuster

A full-day workshop designed specifically for the claims adjuster. Both represented and unrepresented approaches are discussed and practiced. Students learn how to identify and respond to the negotiation games others play. Empathy, listening skills and customer service are utilized as tools in setting up improved negotiations. Some true-life negotiation tips for adjusters are practiced. Class is light on textbook theory and heavy on real-life claim negotiation-handling. (1/2 day mini-workshop also available)

Managing the Telephone

A full day workshop dedicated solely to skills and techniques in managing the telephone effectively. This is especially crucial for the telephone claim adjuster, who needs to both increase the levels of customer satisfaction and decrease the actual time spent on the telephone. Many adjusters do not recognize that they themselves contribute to the telephone being the biggest interruption in their day.

The goal of this course is to teach adjusters how to be more time-efficient on the phone, and how to eliminate

those calls being generated as a result of how the adjuster answers questions and explains the claim process. Students also learn the right way to instill a high level of confidence in the customer, which eventually leads to fewer phone calls.

Other Soft Skill Courses for Adjusters:

- Negotiating with Attorneys for Claim Adjusters
- Attitude and Initiative Training for Claim Adjusters
- Awesome Claim Customer Service Part 1
- Awesome Claim Customer Service Part 2
- Real-Life Time Management for the Claim Adjuster
- Beating Anxiety and Dealing with Anger
- Adjuster Organization-Managing the Desk
- Empathy and Listening Skills
- Prepare for Promotion-Adjuster Leadership Training
- Teamwork Basics-No Adjuster is an Island
- Interpersonal Skills-Improving Team Member Relations
- Effective Recorded Statement
- Business Writing Skills
- 8 Characteristics of the Awesome Adjuster
- Conflict Resolution for the Claim Adjuster

Technical Courses for Adjusters:

- Reservation of Rights Letters
- Coverage Denial Letters
- Excess/Essential Letters
- Policy Coverage Interpretation
- Policy Interpretation
- Negligence
- Liability Basics
- Advanced Bodily Injury
- Medical Terminology
- Adjusting Property Losses
- The Legal System
- Liability Claims Handling

COURSES FOR NON-CLAIMS PROFESSIONALS

Featured Course:

Homeowners' Policy – General Overview

A full-day workshop covering the basics of the homeowners' insurance policy which includes an overview of the major sections and exposure to exclusions and conditions. The goal of this workshop is to introduce the basics of the homeowners' insurance policy to assist in future in-depth training on the policy at a later time. This course is ideal for anyone new to the homeowners' insurance policy that does not need to have a working knowledge of the entire contract.

WORKERS' COMP SPECIFIC COURSES

Featured Course:

Conflict Resolution for Workers' Comp

A full-day workshop designed especially for the Workers' Comp claim adjuster. Staying effective during unpleasant situations is the hallmark of the most successful adjuster. The main objectives of this course are to explain the psychology that governs an upset customer's behavior, suggests steps to take after the customer is gone, presents strategies for successful customer encounters, and advises adjusters about their actions and attitudes.

Other Workers' Comp Specific Courses:

- Time Management for the Workers' Comp Adjuster
- Customer Service for Workers' Comp
- Business Writing Skills for Workers' Comp
- Dealing With Difficult People
- Stress Management for the Workers' Comp Employee
- Negotiation Training for Workers' Comp