FEATURESTORY

Anyone who has been involved in any type of training knows that people tend to learn a subject much more rapidly when they have to explain it to other people. It heightens their ability to understand and, of course, use the information.

Anyone who has been involved in any type of training knows that people tend to learn a subject much more rapidly when they have to explain it to other people.

Awesome adjusters not only go out and seek information, they are involved in passing that information on to others. They bring up information that they have learned in office meetings and share it. They will review articles that have to do with case law or policy wording and recap them and distribute them to others. When they attend training sessions, they take notes and share the information with those in their organizations or units. Awesome adjusters, who develop themselves using this approach, usually achieve in a few months what would take a merely good adjuster a year.

If you are reading this article, you have an opportunity that maybe you did not appreciate before. You have an opportunity to decide where you fall. You have an opportunity to decide what type of person you want to be. No one can take that away from you, and no one can decide for you. It is up to you to determine whether you will be an adjuster who is merely good, or one who can be described as awesome.

Carl Van is president and CEO of International Insurance Institute and dean of the School of Claims Performance. He can be reached at www.insuranceinstitute.com.



www.lnsurancelnstitute.com 19