

Claims Education Conference and the Superbowl Champs

What does the Claims Education Conference and the Superbowl champion Saints have in common? They will both be partying in New Orleans when the 5th Annual CEC comes to New Orleans this May 11-14th, 2010.

Conference Site Director Ann Van had chosen the home base of International Insurance Institute for the location of this year's conference even before last year's successful conference in Coeur d'Alene, Idaho. "We wanted to make our 5th year special, and I couldn't think of any place more special than our home city, the birthplace of Jazz, Cajun cooking, and now the world champion Superbowl Saints" said Ms. Van.

The line up for the conference will be special. Breakout sessions include:

- Awesome Claims Customer Service
- The Think/Feel Negotiation Strategy:
The Key to Knowing What People Want
- Teambuilding Games
- Motivating Employees: One Size Fits One
- Critical Thinking for Claims: 10 Pitfalls to Watch Out For
- Making Your Point: Communicating Effectively
With Anyone
- Time Management for Claims
- Building the Guiding Team:
The Key to Successfully Managing Change

- Dealing with Difficult Customers:
How to Effectively Deal with Snide Comments
and Angry People
- Litigation Management

"In addition to the best claims training anywhere, we also have some wonderful activities lined up," Ms. Van mentioned. "We are proud to feature 3 restaurants of our friend and neighbor, the Supreme Chef and T.V. star Emeril Lagasse for our dine-a-round dinner event. Everyone who attends the dine-a-round will receive a souvenir personally autographed by Chef Lagasse."

"Thursday afternoon we'll hold a golf tournament at the Jack Nicklaus designed English Turn Golf Course," she added. "Also on Thursday afternoon there will be a cruise on a paddle wheeler on the mighty Mississippi, a tour of the French Quarter by horse and carriage, and a gourmet cooking class. Some folks will be staying a bit longer and taking advantage of the Plantation Home Tour. Of course, all attendees can also venture out on their own and ride the streetcars, play a hand at Harrah's, enjoy some mouth-watering cuisine and do as the New Orleansians do: indulge, savor and celebrate!"

As always, the Claims Education Conference received great reviews from attendees last year. The one exception was from Les Serious, Claims Manager at Nophun Insurance who said, "This conference was terrible. I come to these types of events to show up late, sit in the back of the room for a couple of minutes, fall asleep during some boring panel discussion or unprepared presenter, sign the C.E. sign-in sheet, then wander around aimlessly for a few hours before going to meet up with some friends to complain about the activities."

"But the CEC is always filled with such high impact, meaningful training, I never can afford to miss even a minute of the schedule breakout sessions. The presentations are interesting, the information is directly applicable to my job, and the speakers are so engaging, I can never get any sleep. And worst of all, the activities are so much fun and the food so great, that I never get a chance to complain about anything. What is it with this conference?"

Oh well, you can't please everyone. ■