

Negotiating with PROPERTY CONTRACTORS

Although the basics of the Claims Negotiation Process* can be applied to all lines of business and claim value levels, there are certain difficult situations that claims professionals face where added training can help. One of these is in the area of negotiating property settlements with (sometimes aggressive) property contractors.

Claims professionals can benefit by learning how to deal with the minority of contractors who may be assertive, condescending, uncooperative, secretive, forceful, insistent and sometimes rude. Contractors can also sometimes act as public adjusters.

In this course students learn how to maintain control of the negotiation process while responding to a wide variety of behaviors with a focus on an acceptable outcome for the company and the customer.

In this course, students will learn:

- How to work together with contractors acting as public adjusters
- How to remain calm and professional at all times
- How to interact with contractors reporting the claim on behalf of the customer
- Three safeguard techniques to use when negotiating with public adjusters.
- Specific approaches to use with roof and siding replacement salesmen
- To avoid certain terms and phrases that hamper claim resolution
- How to gain the trust and confidence of the customer who may be convinced the contractor is “fighting for them”
- The right time to concede a point
- How to deal with unrealistic demands
- Methods of settling or denying claims presented by a contractor when there is no coverage
- How to avoid negotiation games others may try to play ■

For more information, please contact us at 504-393-4570.

**The Claims Negotiation Process is a five-step process of negotiation developed specifically for claims professionals and copyrighted © by International Insurance Institute, Inc. and outlined in: Negotiation Skills for the Claims Professional on-line video program offered at www.ClaimsEducationOnLine.com; Negotiation Skills for Claims in-person workshop offered through International Insurance Institute; and Negotiation Skills for the Claims Professional book available at www.Amazon.com and www.ClaimsProfessionalBooks.com.*

CLAIMS EDUCATION CONFERENCE COMBINES WITH THE SOCIETY OF CLAIM LAW ASSOCIATES CONFERENCE

For 2013 and beyond, the Claims Education Conference presented by International Insurance Institute, Inc. has joined forces with the Society of Claim Law Associates Conference presented by American Educational Institute, Inc.

For many years, the Claims Education Conference operated as a stand-alone conference offering soft skill training exclusively by the trainers at International Insurance Institute.

Since 1995, American Educational Institute has provided insightful technical and claims legal information to attendees of the annual SCLA Conference, which honors its new designees with a conferment ceremony.

In 2013, the SCLA Society and the Claims Education Conference decided to join forces at the very first combined, SLCA Claims Education Conference, Nov 7 – Nov 9, in Scottsdale, AZ.

Soft skill subjects presented by III trainers Carl Van, Dave Vanderpan and Teresa Headrick included:

- The Five-Step Negotiation Process for Claims
- One Size Fits One: Motivating Your Claims Team
- The Best Claims People: Analytical or Intuitive
- Negotiating with Attorneys: Preparing Your Strengths, Minimizing Your Weaknesses and Making Your Point
- Eight Tips to Improve Claims Correspondence
- Teaching and Coaching Skills for Sr. Adjusters, Supervisors and Managers

Technical and claims legal subjects presented by AEI guest speakers Erwin E. Adler, Esq., Michael A. Patterson, Esq., Michael M. Pollak, Esq., Matthew J. Sekits, Esq. included:

- The 10 Commandments for Avoiding Bad Faith Claims
- Handling Policy Limit Demands in Third Party Cases
- Do I Need a Lawyer? How Best to Use Coverage Counsel During an Open Claim Investigation
- The Top Ten Hotbeds of Litigation and How to Handle Them Without Getting Scorched ■

The 2014 SCLA Claims Education Conference will take place on the River Walk in San Antonio, Texas. The conference will occur November 6 - 8, 2014. www.sclasociety.org