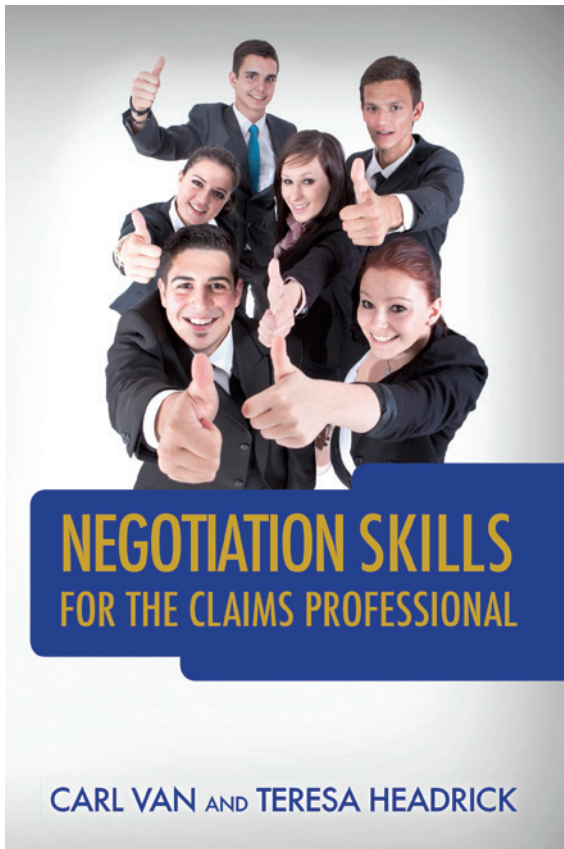


## Claims Professional Books

NEW THIS ISSUE:

*Negotiation Skills for the Claims Professional*



This is a straightforward, real-life approach to negotiations from the perspective of the claims professional. Short on complicated theory, and heavy on real-life situations, this book highlights many simple yet powerful approaches to negotiating with customers and even with attorneys. Written by Carl Van and Teresa Headrick. (Paperback \$24.95 available at [www.ClaimsProfessionalBooks.com](http://www.ClaimsProfessionalBooks.com), [www.Amazon.com](http://www.Amazon.com), and other on-line book sellers; Kindle \$9.99)

Visit [www.ClaimsProfessionalBooks.com](http://www.ClaimsProfessionalBooks.com) to view all of the books available:

- *The 8 Characteristics of the Awesome Adjuster.*
- *Gaining Cooperation: Some Simple Steps to Getting Customers to do What They Want to do.*
- *Gaining Cooperation for the Workers' Comp. Professional: How to get the injured worker to do what you want them to do.*
- *Attitude, Ability and the 80/20 Rule: The Makings of Exceptional Performers.*
- *The Eight Characteristics of the Awesome Employee*
- *The Claims Cookbook: A Culinary Guide to Job Satisfaction*

## Carl Van YouTube Channel

NEWEST UPDATES:

- What makes a great customer service company #3
- What makes a great customer service company #4

This channel will be updated periodically with new clips from the on-line claims training videos at [www.ClaimsEducationOnline.com](http://www.ClaimsEducationOnline.com). This is FREE training!

To be notified of the new clips as they become available, all you have to do is:

1. Go to <http://www.youtube.com/user/CarlvanTV> and subscribe. or
2. Go to Facebook and "Like" either (or both) of the pages at [www.facebook.com/CarlVanSpeaker](http://www.facebook.com/CarlVanSpeaker) or [www.facebook.com/InternationalInsuranceInstituteInc](http://www.facebook.com/InternationalInsuranceInstituteInc).

## Claims Blog

Subscribe at [www.CarlVanClaimsExpert.wordpress.com](http://www.CarlVanClaimsExpert.wordpress.com), and get the latest delivered right to your email! Including recipes from The Claims Cookbook.

## New Customers

We are delighted to welcome our newest members who have joined International Insurance Institute's member list, either through on-site training, on-line video training or training materials.

### United States

- Brent Hanson, Claims Director, Liberty Mutual
- Mike Turner, Claims AVP, Alfa Corporation
- Jamie Terry, Claims Training, Mountain West Mutual

### International

#### Qatar

- Reema Bakhsh, Admin. Assist. – Qatar Philharmonic Orchestra (Doha, Qatar)

#### Ethiopia

- Yared Legesse, Branch Manager - NIB Insurance Co. (Addis Ababa, Ethiopia)

#### Zimbabwe

- A. Drake, Pensions Administrator - Old Mutual (Zimbabwe)

#### Bangladesh

- MD Jahed Ahmed, Officer - Insurance Development & Regulatory Authority Bangladesh (Dhaka, Bangladesh)

#### India

- Prashant Madhukar, Iffco Tokio General Insurance - (Haryana, India)

#### The Netherlands

- Klaas Coolen, Coolen Expertise - (Den Bosch, The Netherlands)

#### Canada

- Jennifer Boyle, Training Coordinator, Wawanesa Insurance
- Ken McCrea, President, Wawanesa Insurance
- Steve Rourke, Claims Director, Wawanesa Insurance
- Kenneth Lindhardsen, Claims VP, Desjardins Group
- Michele Gauthier, Claims VP, RBC Insurance
- Mike Bowlin, Attorney, Cox and Palmer
- Sandra Arab-Clarke, Attorney, Cox and Palmer ■