

In this issue we feature a story about the importance of listening to customers. It is a story first published by Claims magazine and includes excerpts from the newest book offered by ClaimsProfessionalBooks.com entitled, Negotiation Skills for the Claims Professional which I had the pleasure of co-authoring with Teresa Headrick, Sr. Course Designer at International Insurance Institute, Inc. See our New Briefs section as well for more information.

Also see our News Briefs section for announcements on the newest postings at covered in our claims blog, and the most recent free training at the Carl Van You Tube Channel.

Our New Course Feature section provides information on our latest addition to our negotiation courses, "Negotiating with Property Contractors."

As always, we here at International Insurance Institute welcome your contributions to CEM and encourage you to contact Karla Alcerro at [karla@insuranceinstitute.com](mailto:karla@insuranceinstitute.com) for any input. Please feel free to direct any questions, feedback, articles, claims success stories, and/ or even topics that you would like to see discussed in the magazine. ■



A handwritten signature in black ink, appearing to read 'Carl Van', written in a cursive style.

**Carl Van**  
*President and CEO*  
*International*  
*Insurance Institute*