

# Insurance Industry Training Now Expanded and Enhanced

*International Insurance Institute, Inc. (III) provides a variety of superior educational opportunities dedicated to enhancing the insurance industry. The current list of classes provides education on virtually every aspect of the claims environment. For more information on individual classes or schedules, contact III by phone at (888) 414-8811 or online at [www.Insurancelnstitute.com](http://www.Insurancelnstitute.com).*

## COURSES FOR ADJUSTERS

### Featured Courses:

#### Negotiating with Attorneys for Claims Adjusters

An interactive class that focuses on the techniques needed to effectively negotiate claim settlements with attorneys. Students learn how to put themselves in the best position for a confident and strategic negotiation by building a solid foundation of knowledge and planning. Some of the foundation strategies include

the following: Conducting Effective Research, Doing Your Homework, Establishing a Game Plan, Negotiating with the Right Person, Identifying Negotiation Styles, Asking the Right Questions, Utilizing your Knowledge, Effective Communication, Strategic Concessions, Passing an Impasse, Strategies & Tactics, Arbitrations & Mediations, and Pitfalls & Countermeasures.

#### Attitude and Initiative Training for the Claims Adjuster

A full-day workshop designed specifically for adjusters in the two most important attributes of superior adjusters. Attitude and initiative are often results of experiences rather than training. This workshop focuses on steps the students can actually take on their own to improve their attitude and initiative. Managers across the country agree that adjusters with good, positive attitudes and strong initiative drive are indispensable in the office and are usually highly effective and highly successful. These attributes cannot be forced upon anyone, but they can be taught to willing participants interested in improving themselves in these areas.

#### Other Soft Skill Courses for Adjusters:

- Real-Life Time Management for Claims Adjusters
- The 8 Characteristics of an Awesome Adjuster
- Conflict Resolution
- Awesome Claims Customer Service
- Managing the Telephone
- Beating Anxiety and Dealing with Anger
- Adjuster Organization—Managing the Desk
- Empathy & Listening Skills
- Prepare for Promotion—Adjuster Leadership Training
- Teamwork Basics—No Adjuster Is an Island
- Interpersonal Skills—Improving Team Member Relations
- Effective Recorded Statements
- Business Writing Skills

#### Technical Courses for Adjusters:

- Reservation of Rights Letters

## WORKERS' COMP SPECIFIC COURSES

### Featured Course:

#### Customer Service for Workers' Comp

A full-day workshop for any level of Workers' Comp claims professionals. Most Workers' Comp claims people know the customer rarely recognizes outstanding customer service during the claims process. Because of this, it is extremely important for claims professionals to be able to recognize and deliver outstanding customer service without the acknowledgement of the customer along the way.

Participants will come away with an understanding of the basics to providing high-quality customer service, learn proper telephone techniques, gain insight into understanding what individual customers need, manage the customer's perception, as well as understand the essential role customer service plays in the success of the claims department.

Some specific topics include: handling the telephone, effective listening, managing objections, asking questions, delivering bad

news, managing different customer behaviors, managing the voice mail system, managing customer call backs, statements to avoid, closing conversations, attitude as the key to success, and an action plan for better service.

#### Other Workers' Comp Specific Courses:

- Time Management for the Workers' Comp Adjuster
- Business Writing Skills for Workers' Comp
- Conflict Resolution for Workers' Comp
- Negotiation Training for Workers' Comp
- Beating Anxiety and Dealing with Anger
- Dealing wWith Difficult People
- Stress Management for the Workers' Comp Employee
- WC Claims Basics
- Advanced Claims
- Investigations
- Fraud
- Fraud Basics
- Fraud Regulations and Compliance
- Fraud Advanced

## Join the Farmers Insurance Team

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Farmers is one of the largest auto and homeowners insurance companies in the United States. We believe that our future begins with you. If you think you are ready to embark on a career without limits, with a stable and ethical company, Farmers is the place for you. We currently have the following positions available in the Sacramento, Santa Rosa, Martinez and Southern California areas:

### Auto/Liability Managers & Supervisors Homeowners Property Managers & Supervisors

Principle duties for these positions include managing claims operations, implementing new business programs, and establishing workflows. Other responsibilities include overseeing the preparation and control of budgets, quarterly operations and strategic business plan; and the ability to motivate and coach team members to maximum performance.

We are looking for experienced candidates with a 4-year bachelor's degree and 6-10 years' claims supervisory/management experience in a property/casualty insurance environment. Candidates must be computer proficient and have strong communication and interpersonal skills.

**We are also seeking General Adjusters for our Southern California Property division.**

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## ONCOURSE

- Coverage Denial Letters
- Excess/Essential Letters
- Policy Coverage Interpretation
- Policy Interpretation
- Negligence
- Liability Basics
- Advanced Bodily Injury
- Medical Terminology
- Adjusting Property Losses
- The Legal System
- Liability Claims Handling

policy that includes an overview of the major sections and exposure to exclusions and conditions. The goal of this workshop is to introduce the basics of the automobile insurance policy to assist in future in-depth training on the policy at a later time. This course is ideal for anyone new to the auto insurance policy who does not need to have a working knowledge of the entire contract.

### Other Courses for Non-Claims Professionals:

- Claims Training for Agents
- Claims Training for Underwriters
- Insurance Contracts—General Overview
- Auto Policy—General Overview
- Homeowners Policy—General Overview

## COURSES FOR NON-CLAIMS PROFESSIONALS

### Featured Course:

#### Auto Policy — General Overview

A full-day workshop covering the basics of the automobile insurance

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