

# 2006 Claims Education Conference Described as Awesome...Excellent...Great!

The first annual Claims Education Conference, held in beautiful Sonoma Valley this past May, was an overwhelming success. With over 200 attendees coming from all over the U.S. and places as far away as Canada, Puerto Rico and Guam, we truly reinforced our name as the *International Insurance Institute*.

The concept of our 2006 Claims Education Conference was relatively simple: Provide outstanding, real-world claims training, and have a lot of fun doing it! For the adjusters, the conference included topics on Awesome Claims Customer Service, Business Writing Skills, Negotiations, and Real Life Time Management. For the managers, the conference included topics on Awesome Claims Customer Service for Managers, Teaching & Coaching, Stress Management, and Interviewing for Promotion.

Interspersed with the training, the attendees enjoyed such activities as a guided tour of several Sonoma Valley wineries, a golf tournament, shopping, and even stress-relieving spa treatments. Oh, and did we mention wine tasting... and more wine tasting?

**What the attendees had to say:**

***“The content of the presentations was great! The staff has awesome presentation/speaking skills.”***

— Tonya Bernhard,  
Liberty Mutual Insurance

***“Best seminar I have ever attended. Outstanding staff, outstanding topics.”***

— Brian Baker,  
Cincinnati Insurance Co.



Dave Vanderpan gets to the point.



Ken Bohn gives Sonoma attendees the straight scoop.

***“Excellent, excellent, excellent. Great take-aways.”***

— Heidi Lewin,  
The Hartford

***“Great presentations. Look forward to seeing you all again in South Carolina!”***

— Jane Ische,  
United Heartland

***“Excellent conference. Practical teaching & coaching.”***

— Greg LaMarche,  
LaMarche Associates, Inc.

For a full activities write up, and a course by course synopsis, keep an eye out for our Fall edition of *Claims Education Magazine*.