

new courses

HERE ARE LATEST COURSES AVAILABLE:

Awesome Claims Customer Service—Part 2

Like ACCS Part 1, this interactive class (8:30 a.m. – 4:00 p.m.) is designed to improve customer service and, in turn, make the job of a claims professional much easier. Instead of focusing entirely on the interaction between the claims professional and the customer, Part 2 of ACCS will focus primarily on the required skills of claims professionals. The majority of the course is dedicated to time management, stress management, business writing skills, initiative and job satisfaction.

Critical Thinking for Claims

This full day class (8:30 a.m. – 4:00 p.m.) was developed in response to a request of a member company. This course was designed to improve the critical thinking skills of the claims professional. Attendees are taught how to:

- Make good decisions based on cautious review
- Work through problems to find the best answer
- Stay focused on the real issues
- Apply critical thinking to writing
- Apply learned skills to claims situations (such as coverage analysis and reporting).

These courses are not yet listed in the catalog. For more information, please call (504) 393-4570. For a current catalog of all classes offered by International Insurance Institute, Inc., please visit our website at www.InsuranceInstitute.com and order a catalog online.

See page 18 for more course profiles.

Farm Bureau Administrator joins III board

Wendell Lambert, the Administrative Manager for Texas Farm Bureau, has been named to the Course Review Panel of the International Insurance Institute. In his new capacity, Lambert will join fellow board members to review training programs and make recommendations before their release.

The III board is also called on to make recommendations for future training courses to meet the needs of the claims industry across the country.

Claims Education Conference will break all the rules

Responding to the requests from clients and insurance companies, International Insurance Institute will stage its first annual Claims Education Conference in May of 2006 in the heart of the wine country, Sonoma, California.

Unlike conferences and seminars of the past, the III Claims Education Conference will feature training, and nothing but training. There will be separate sessions for claims professionals, adjusters, management and non-claims professionals.

The three-day conference from May 16-19 will consist of powerful four-hour blocks of training. Each of the courses has been pre-approved for CE credits for the states that require CE for adjusters.

For more information, or to register, call 952-920-4642 or log on to www.InsuranceInstitute.com.

New Member Companies

The newest member companies to join the International Insurance Institute member list bring a distinct international flavor to the administrative side of III, covering a wide spectrum of expertise.

New member companies and contact individuals include:

United States

Shawn Wiley, the Claims Training Manager at Fireman's Fund Insurance
 Jim Littleton, Claims Vice President at Assurant Solutions
 Dave Williams, Vice President of ZC Sterling
 Scott Thomas, Claims Vice President at West Bend Mutual Insurance

Canada

Mike Dicecco, Claims Training Manager at Royal Bank of Canada
 Ken Dusenbury, Claims Director at the government-based CCAA

Australia

Paula Coleman, Claims Manager at Australia's QBE Insurance

United Kingdom

Lorraine Peel, Vice President of the international division of IBM

Time Management and Stress Management are just two of the required skills covered in the new Awesome Claims Customer Service—Part 2.

