

## Tips to Hiring Great Adjusters

A full-day workshop is designed to assist the claim manager in developing effective interviewing techniques to identify the characteristics most desirable in the typically successful claim person.

After participating in team exercises designed to identify the traits they are looking for, each attendee develops effective techniques for either locating,

or ruling out, those traits in the person being interviewed.

Lecture, group discussions, role-play, and team exercises are all utilized to help the attendee:

- learn how to recognize certain characteristics in interviewees;
- learn the right way to test for those

characteristics;

- toss out poor interview techniques;
- avoid losing control of the interview;
- avoid being fooled by “perfect” answers;
- spend the right amount of time in an interview;
- quickly rule out risky hires (potentially short-timers);
- properly set the stage for the salary discussion.

## NEWSBRIEFS

### New Members

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

### United States

- Ameriprise Insurance, Bernie Rosauer, Director of Claims
- Association of Workers’ Compensation Professionals, Ted Richards, Educational Conference Chair
- Celina Insurance, Ted Wissman, Senior Director of Claims

- Markel Southwest Underwriters, David Ashley, Association Vice President of Claims

### International

- Work Safe BC, Shirley Gawne, Richmond, BC, Canada

## seminar solutions

The seminar entitled *8 Characteristics of the Awesome Claims Adjuster* is designed to heighten the awareness of the characteristics that are the trademark of truly exceptional adjusters (Attitude, Initiative, Customer Service, Teamwork, Desire for Excellence, etc.). This is not a class to correct performance problems. This is intended for already solid performers who wish to become superior.

Visit [www.InsuranceInstitute.com](http://www.InsuranceInstitute.com) for more information on this and other available courses.

### Manager Spotlight from page 19

Mr. Crete! enjoys public speaking engagements. It’s another platform for him to share his knowledge with others. “I appreciate the opportunity to speak at seminars like the National Claims Management Educational Conference. It’s an opportunity to present and teach. I believe as an industry we have taken up teaching the process almost exclusively and perhaps not giving enough time to the concept of insurance. Efficiency has been the call to arms. At the end of the day, the most effective, efficient claim representatives are those that know the most about more aspects of claims.”

He has also given presentations at the

Pacific Claims Executive Association (PCEA) as well as the Property Liability Research Bureau (PLRB). He has also taught AIC and CPCU courses and enjoys putting a “real world” application on text subjects. Mr. Crete! believes he is successful because he has worked with companies that put the needs of its members/insured’s above everything else and had leaders who encouraged and supported him in his endeavors. Moving geographically and sometimes within the same location, has given him exposure to different experiences and he appreciates the value those experiences has added to him.

Robert’s favorite quote is: “If you think you can, or think you can’t, either way you are right.”—unknown