

8 Characteristics book now paired up with 7 Habits

Amazon.com has announced that it is pairing up *The 8 Characteristics of the Awesome Adjuster* book with Steven Covey's international best seller, *The 7 Habits of Highly Effective People*.

For more information, visit Amazon.com and type in "Awesome Adjuster." The 8 Characteristics book will be available for purchase, with a special offer to also purchase the 7 Habits book for an additional \$10.00.

For the best price on the 8 Characteristics book itself, the best bet is to visit IIA's web site at www.InsuranceInstitute.com.

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

- CUNA Mutual Insurance, Craig Martin, Claims Director
- Marcus Evans Company, Carla Murphy, Summits Producer
- Michigan Farm Bureau, Susan Earley, Claims Training Analyst
- Montana State Fund, Judith Gibbons, Claims Team Leader; Peter Strauss, Vice President of Insurance Operations Support

- Safety Insurance, Marvin Gee, Director of Claims
- State Farm Insurance CA, Ileana Chen, Claims Trainer
- Virginia Farm Bureau, Rick Mattox, Director of Claims
- Windstorm Insurance Network, Michelle Griffin, Windstorm Conference Coordinator

Canada

- Royal & Sun Alliance Canada, Joe Colby, Director of Claims
- York Fire & Casualty, Mike Tolan, Vice President of Claims

Members of International Insurance Institute have access to numerous services in addition to high level claims training. Each issue we highlight a member service that some people may not know about.

Customer Service Coaching

International Insurance Institute's Consulting division consists of many separate functions that can be utilized based on the customer's needs. Member companies are provided with a thorough report outlining issues identified and recommendations for improvement.

The program works as follows:

- A specially trained Customer Service Coach is assigned to work with a member company requesting assistance in improving overall customer service results. All coaches are fully certified, facilitators of the Awesome Claims Customer Service class, and are highly skilled at identifying factors which impact customer service results.

- The coach reviews levels of claims customer service currently being captured by survey results, phone monitoring, or any other method preferred by the member company.

- The coach meets with all levels of claims professionals, from adjusters to executive levels, to go over their observations and to provide coaching to improve the skills learned in the Awesome Customer Service class.

- Coaching sessions can be with individuals or in group sessions with the goal of improving skills through identification of opportunities and practice of the tools that will improve the ability of those interacting with customers.

FOR MEMBERS ONLY

- Coaches can also immediately give coaching to front-line adjusters and associates for greater impact and can provide supervisors, managers, and team leaders with the tools to continue with this immediate feedback on an ongoing basis.

For more information, contact LeiAnn Dunford, Executive Vice President at 615-790-6308 or LeiAnnDunford@InsuranceInstitute.com.