

Claims Education

INTERNATIONAL INSURANCE INSTITUTE *e*magazine

TRAINING || TALK

Greetings Claims Education Magazine readers. We hope that all of you are enjoying these last few weeks of summer before we head into my favorite season – Football season! In this issue our featured story is about the return of the Claims Education Conference. Due to the pandemic, we had to cancel both our 2020 and 2021 Claims Education Conferences. We were happy to be able to get together in person for our 2022 Claims Education Conference held May 10-13 at the Hilton New Orleans Riverside. It was uplifting to reconnect with old friends and make new ones as well. It certainly has been a difficult couple of years and we were grateful to be able to network, learn and share ideas, in person, once again. In case you missed it this year, our 2023 Claims Education Conference will be held May 2-5, at the Hilton New Orleans Riverside. As an added bonus, the second weekend of the world-famous New Orleans Jazz Fest takes place the weekend right after our conference, so come for the claims training, and stay for the Jazz!

As always, International Insurance Institute welcomes your contributions to the CEM and we encourage you to contact Lisa Ferrier at lisa@insuranceinstitute.com for any input. Please feel free to direct any questions, feedback, articles, claims success stories, and/ or even topics that you would like to see discussed in the magazine. ■



Carl Van
President and
CEO International Insurance Institute

FEATURE || STORY

SUCCESSFUL CLAIMS EDUCATION CONFERENCE HELD IN NEW ORLEANS

Claims professionals and their guests gathered for the 17th Annual Claims Education Conference held in New Orleans May 10-13 at the Hilton New Orleans Riverside. Presented by the American Educational Institute (AEI), the International Insurance Institute, Inc. and the Society of Claim Law Associates, this is the 4th year the conference was held in the Big Easy.



Jessica Lederman, Katrina Atchley Arbogast, Lori Villegas, Becky Vallari, and Candice Tibesar of Great West Casualty

FEATURE || STORY



Bob Cretel of Auto Club Enterprises (AAA) participates in Carl Van's session



Carl Van teaching Policy Interpretation



Dave Vanderpan encouraging participation in the Negotiation Skills session



Matt Hawk of Inspection Connection, LLC teaching Best Practices for Total Loss Handling



Rosemary Ward-Steele and Derek Thompson of Berkley Industrial Comp in the Negotiation Skills Session

The conference featured three educational tracks: Soft-Skills, Manager and Technical, some of which were approved for continuing education credits.

The soft skills and manager tracks were presented by International Insurance Institute's training staff: Carl Van, President and CEO; Dave Vanderpan, Director of Claims Training; and Teresa Headrick, Director of Course Development. In addition, there were some guest speakers for the soft skills and manager track sessions: *Best Practices for Total Loss Handling* presented by Matt Hawk, Director of Specialty Operations, Inspection Connection, LLC; *Vehicle Investigation and Recovery* presented by Tim Herndon, COO, Herndon & Associates; and *Creating Effective Claims Education Solutions* presented by Jon Medel, National VP, Northbridge Insurance. Other soft-skills and manager track sessions included:

- Negotiation Skills: Presenting Settlement Figures the Right Way
- Employee Performance Issues: Identifying issues and responding appropriately
- Team Building Games
- Policy Interpretation
- Agents as our Partners
- Motivational Skills: One Size Fits One
- Loss Prevention in the Restaurant Industry
- 5 Standards of Great Claims
- Tips for Free Training
- Getting the Customer Service Scores You Deserve

FEATURE || STORY



Tim Herndon, COO of Herndon & Associates discusses vehicle fire losses

The entire technical track was approved for continuing education credit. Presenters were industry experts and nationally recognized insurance defense attorneys including David Alfini, Esq., Partner, Hinshaw & Culbertson, LLP; James T. Busenlener, Esq., Partner, Matthiesen, Wickert & Lehrer, S.C.; Brett Carey, Esq., Partner, RumbergerKirk; Sam Crowley, Esq., Associate, Hinshaw & Culbertson, LLP; Jarred Dichek, Esq., Equity Partner, Kubicki Draper; Emily Faith, Esq., Litigation Manager, DONAN; Ken Oliver, Esq., Equity Partner, Kubicki Draper, Matt Sekits, Esq., Shareholder-in-Charge, Seattle Office, Bullivant Houser Bailey and Nicholas Zotti, Esq., Sr. Associate Attorney, Matthiesen, Wickert & Lehrer, S.C.

The following technical topics were featured this year:

- Breaking Down Bad Faith: Insurers' Good Faith Duties and Defusing Plaintiff Perceptions
- Ethics for Insurance Professionals
- Social Media in the Evaluation of Insurance Claims
- The Daubert Challenge: Lessons Learned from Fighting the Motion to Exclude
- Panning for Subrogation Gold: How to recognize and pursue valuable subrogation claims
- Duty to Defend Broader than the Duty to Indemnify
- The Tender Trap Tips and strategies for dealing with tenders of defense and risk transfer
- Tips for Success from Insurance Claims Industry Leaders – Roundtable Discussion



Participants enjoyed various activities in Dave Vanderpan's session, Team Building Games





Teresa Headrick motivating managers in the One Size Fits One breakout session



Sam Crowley, Esq., Associate and David Alfini, Esq., Partner of Hinshaw & Culbertson, LLP teaching Ethics for Insurance Professionals



Debra Vasek and Scott Spence of Texas Municipal League Intergovernmental Risk Pool enjoy a bloody mary



Sarah Udell of Apollo MGA and Ken Oliver of Kubicki Draper test out the Bloody Mary Bar



The chef flambés bananas for Bananas Foster

Participants enjoyed the extras at this year's Claims Education Conference including a full Bloody Mary bar complete with all of the fixings like pickled beans, meat sticks, olives and tabasco sauce. Of course, the Claims Education Conference wouldn't be complete without a daiquiri machine; this year participants could choose between two flavors: Margarita and Strawberry. There was also a "Build Your Own Sundae Bar" and a New Orleans style lunch buffet with Bananas Foster for dessert.



Claire Muselman takes the stage at the Claims Education Conference

Wednesday's buffet lunch featured a special guest speaker, Dr. Claire Muselman of Emory Industrial. She taught the group how to appreciate the importance of our words and interactions during the claims process and how showing compassion is possible while still being highly effective. She closed out her presentation with an emotional video; there wasn't a dry eye in the house.



Brad Schram of Latitude Subrogation Services applauds Claire's presentation



Lyn Scrivner and Tonya Reynolds of Shelter Insurance chat with Claire Muselman after her presentation