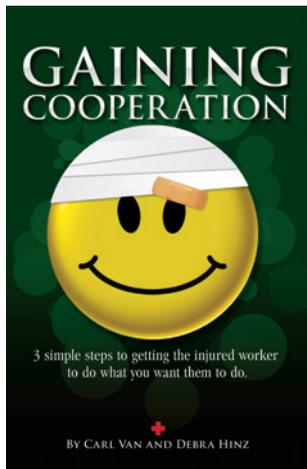


Claims Professional Books



FEATURE BOOK THIS ISSUE:

*Gaining Cooperation for Worker's Compensation:
3 simple steps to getting injured workers to do
what you want them to do.*

When asked to finish this sentence, “My job would be so much easier if the injured worker would just.....” most Workers’ Comp people say “Cooperate.” Sometimes getting injured workers to cooperate can be a chore, even if it is better for them. Even simple things like filling out a form, answering some questions, or sending in information can be examples where injured workers don’t want to cooperate.

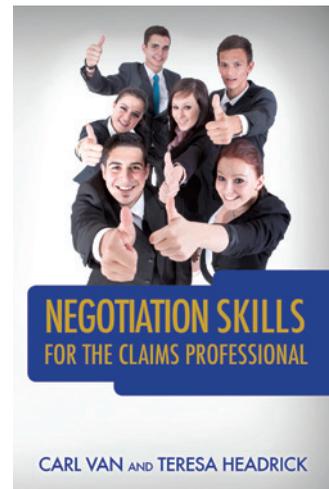
Based on the principles developed in the original Gaining Cooperation, this book is specific to the Workers’ Comp industry. All examples are real-life situations faced in the Workers’ Comp business, and certain to be “must-have” for any Workers’ Comp professional.

Written by Debra Hinz and Carl Van. (Paperback \$19.95 available at www.ClaimsProfessionalBooks.com, www.Amazon.com, and other on-line book sellers; Kindle \$9.99)

Visit www.ClaimsProfessionalBooks.com to view all of the books available:

- *The 8 Characteristics of the Awesome Adjuster*
- *Gaining Cooperation: Some simple steps to getting customers to do what you want them to do*

- *Gaining Cooperation for the Workers’ Comp. Professional: 3 simple steps to getting the Injured Worker to do what you want them to do*
- *Attitude, Ability and the 80/20 Rule: The Makings of Exceptional Performers*
- *The Eight Characteristics of the Awesome Employee*
- *The Claims Cookbook: A Culinary Guide to Job Satisfaction*
- *Negotiation Skills for the Claims Professional*



New Customers

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

United States

- Michelle Anderson - UTICA National - New Hartford, NY
- Christopher Aragon - TURO-San Francisco, CA
- Peggy Buddenhagen - MetLife Group - Troy, NY
- Larry Cook - American Modern Insurance - Amelia, OH
- Brian Francis - Maxcis - Southfield, MI
- Rick Hobbs - United Heartland - New Berlin, WI
- Amy Knapp - American Family - Madison, WI
- Barbara Krzeczowski - First Chicago Insurance - Bedford Park, FL
- Erica Lloyd - Builders Mutual - Raleigh, NC

- Elle Murphy - RCIS - Anoka, MN
- Brittany Noble - AMICA- Lincoln, RI
- Eric Oxfeld - Tennessee Workers' Comp - Murfreesboro, TN
- James Ronan - WV National Auto Insurance - Morgantown, WV
- Dale Sherman - Allstate Insurance - Northbrook, IL
- Mark Sparks - Brentwood Services - Brentwood, TN
- Pete Strayer - Windsor Mount Joy Insurance - Mountville, PA
- Anthony Valente - Legacy Insurance - Phoenix, AZ
- Amy Wurhurst - Integrity Insurance - Appleton, WI
- Melissa Zens - RAS Companies - Sioux Falls, SD

Feature Instructor: continued from page 7

board skateboarding, and snow skiing. Ben and his wife, Kandie Carson, are also actively involved with fostering



puppies and dogs for the local animal shelters and rescue groups in Columbus Ohio, and have helped rescue and place over 100 dogs and puppies with adoptive families.

Ben recently celebrated a proud moment when he held his new grandson for the first time, Connor, who arrived over the Christmas Holiday.

International

Africa

- Chindo Ernest Ntoh - Zenith Insurance S.A. - Cameroon, Africa
- Denis Tamale - Claim Care Uganda Ltd. - Kampala, Uganda

Bangladesh

- Mahibullah Khan - MetLife Insurance - Dhaka, Bangladesh

Brazil

- Alessandro Correa Pasti - Tokio Marine Brazil Insurance- Sao Paulo, Brazil

India

- Swatantra Kumar - Faizabad, India
- Raghu Shankarpuram - Bangalore, India
- Piyush Tripathi - Knapur Nagar, India

Liberia

- Jackie Smith-Mutual Benefits Assurance Co. - Monrovia, Liberia

UAE

- Mumtaz Shah - German Care International - Dubai, UAE ■

THE SESSION

Ben's session was designed to develop the skills that participants need in order to prepare an effective case. Participants learned how to:

- Write an introductory statement
- Write the body of the contentions
- Write a closing statement
- Support each allegation with specific evidence
- Prepare the evidence that will support the contentions
- Make contentions logical and easy to follow
- Help the arbitrator(s) remember important points from the case
- Guide the arbitrator(s) to the specific location of the evidence

Knowing the main points of a case and presenting them in a persuasive manner is crucial. By using a consistent format, participants learned how to help the arbitrator(s) easily identify the information that supports him/her in making a sound decision.

The goal was to ensure the contentions clearly state the issue at hand, the important points to consider and the ultimate outcome that is being pursued. ■