

EFFECTIVE RECORDED STATEMENTS

A full-day workshop designed to increase the effectiveness of recorded statements being taken. This full-day version includes a detailed discussion of the application of negligence and legal liability.

Practice scenarios and role-plays are utilized throughout the day to increase effectiveness in one of the most important evidence preserving functions performed by claims professional. The goal of the course is to increase the effectiveness of recorded statements by developing proper outlining and fact-finding strategies.

ATTENDEES LEARN HOW TO:

- Apply the elements of negligence toward legal liability
- Keep an eye out for defense strategies
- Gain increased confidence in assessing liability
- Use facts and negotiation skills to apply shared liability
- Improve their listening skills
- Recognize indicators of possible deception
- Keep an open mind – watching out for
Opposite Blindness
- Gain cooperating when requesting to take a statement
- Improve their listening and analysis/deductive reasoning skills
- Develop follow up questions by listening to the answer
- Recognize subrogation opportunities and obtain the detail needed

Note: A half-day version of this course is available without the discussion of negligence and legal liability. It focuses only on the improvement of the recorded statement itself. ■