

CLAIMS PROFESSIONAL BOOKS

FEATURE BOOK THIS ISSUE:

Negotiation Skills

for the Claims Professional

Negotiation Skills for the Claims Professional is a straight forward, real-life approach to negotiations from the perspective of the claims professional.

Short on complicated theory, and heavy on real-life situations, this book highlights many simple yet powerful approaches to negotiating with customers and even attorneys.

A series of Claims Negotiation Maxims, developed by Carl Van, are outlined and explained throughout the book.

This book reminds us that claims is a customer service business, and the best claims negotiators treat people with respect and concern.

With their combined real-life experience of over 75 years in the insurance business, Carl and Teresa Headrick have the credibility necessary to guide even the most experienced claims professional to a better understanding of the negotiation process.

Written by Carl Van and Teresa Headrick. (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:

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