

# AWESOME CLAIMS CUSTOMER SERVICE THE NEXT LEVEL

This full-day workshop is intended as a direct follow up to the Awesome Claims Customer Service workshop. It is designed to build upon the basic customer service building blocks previously set down, and develop new high level customer service techniques to improve results.

Claims professionals learn to appreciate a sense of responsibility for ones own development and foster initiative. They will better understand customer's reactions to demands and incorporate them into file resolution. Focus is placed on identifying common survey results and comments, and looking for ways to improve results.

## ATTENDEES LEARN HOW TO:

- Deal with the stress that can be experienced in claims
- Reduce self-induced stress
- Incorporate the strengths of the best claims people
- Appropriately manage complaint calls exercise
- Maintain customer service during negotiations
- Provide empathy (The power tool of customer service)
- Present settlement figures with concern for the customer
- Help the assertive/demanding customer
- Improve customer service letter writing basics
- Convey bad news tactfully
- Say things the right way
- Improve their professionalism
- Understand the connection between attitude and customer service
- Avoid telephone techniques that lower the perception of customer service ■