

# Claims Education

INTERNATIONAL INSURANCE INSTITUTE *e*magazine

## TRAINING || TALK

In this issue we feature a story highlighting the 2019 Claims Education Conference held May 14-17, in New Orleans. Check out the photos and see if you recognize any of the attendees. In addition to all of the training that took place, we had a lot of fun and indulged in both a Bloody Mary Bar and two daiquiri machines this year. After you read the article and see the photos, we are certain you will want to register for 2020, so we are now accepting registrations for the Claims Education Conference. Our first early bird deadline is coming up on November 30th.

This issue also features an article from our friend and industry expert, D. Diann Cohen, VP of Macro-Pro, Inc. She discusses the importance of making sure employees fine-tune their soft skills along with the hard skills.

Our Feature Course section showcases Awesome Claims Customer Service: The Next Level. This workshop takes our most popular course to, well, the next level and cements the importance of training employees on their soft skills.

As always, we here at International Insurance Institute welcome your contributions to CEM and encourage you to contact Karla Alcerro at [karla@insuranceinstitute.com](mailto:karla@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

# BIG FUN IN THE BIG EASY

## 14th Annual Claims Education Conference Held in New Orleans

Over 200 claims professionals and their guests gathered for the 14th Annual Claims Education Conference held in New Orleans May 14-17 at the Hilton New Orleans Riverside. Presented by the American Educational Institute, the International Insurance Institute, Inc. and the Society of Claim Law Associates, this is the 3rd year the conference was held in the Crescent City.



Jennifer Maylone, Kendra Jackson, Dan Sullivan, Cody Drake  
and Lauren Parker from Homesite Insurance Company

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 Inter-