

CLAIMS PROFESSIONAL BOOKS

FEATURE BOOK THIS ISSUE:

The 8 Characteristics of the Awesome Adjuster

Finally, something written especially for the claims adjuster that is not a technical manual. Nor is it fiction, because every bit of it is true. It's a first of its kind. A unique look into what makes awesome adjusters truly awesome.

The 8 Characteristics of the Awesome Adjuster provides a glimpse into what the most effective claims professionals do to make their jobs easier. Attitude; Customer Service/Empathy; Initiative; Continuing Education; Teamwork; Time Management; Desire for Excellence; Interpersonal Skills; Carl Van provides real-life scenarios that will have true meaning to anyone who has ever dealt with a customer. He often provides interesting and humorous true stories to outline each of the characteristics and offers practical advice on how to improve oneself. This book has been the number one selling claims book every year since its release in 2005, and has sold in over 32 countries around the world. It has been the subject of numerous articles; the highlight of over 150 workshops and classes; and the subject of over 75 keynote speeches.

Written by Carl Van. Paperback \$29.95 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:

- *Gaining Cooperation*
- *Gaining Cooperation for the Workers' Comp. Professional*
- *Attitude, Ability and the 80/20 Rule*
- *The Eight Characteristics of the Awesome Employee*
- *The Claims Cookbook: A Culinary Guide to Job Satisfaction*
- *Negotiation Skills for the Claims Professional*



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