

# CLAIMS EDUCATION CONFERENCE

## Laissez Les Bons Temps Rouler! (Let the Good Times Roll!)

It looks like it will be a full house for the 2019 Claims Education Conference taking place May 14-17, 2019 at the Hilton New Orleans Riverside Hotel. Lisa Ferrier, Manager of the Claims Education Conference isn't surprised by the interest among claims professionals. The claims job is a demanding one, so being able to get away from a desk for a few days to join others who face the same problems in their daily work life can be invigorating. She explains, "It is so beneficial for people who work in the same industry, and in particular the claims industry, to come together face to face to exchange ideas, discuss issues and basically learn from each other."

One of the key draws of the Claims Education Conference is that there are many repeat attendees, so it feels like a group of friends getting together in a great location, "We purposely keep the Claims Education Conference on the smaller, and therefore more personal, side. Our attendees and exhibitors prefer it this way because it allows for better relationship building," says Ms. Ferrier. Of course, celebrating the new SCLA designees is a huge draw too. She adds, "The designation conferment ceremony is a celebration of all the hard work the designees have put in and it is one of the highlights of the conference."

Ms. Ferrier thinks the popularity can also be attributed to the education provided at the conference, "Attendees typically walk away from this experience with new tools that they are excited about putting into place as soon as they return to the office. Their colleagues and co-workers notice this and make plans to attend the next year." "Oh, and we also have free daiquiris," Ms. Ferrier adds with a smile.

### The 2019 Claims Education Conference is offering the following sessions:

- Dealing with Difficult Customers
- StrengthsFinder 2.0
- Successful Management of a Motor Vehicle Accident Litigation: An Insider's Perspective
- Gaining Customer Trust
- First Party Claims Handling and Insurer Bad Faith
- Increasing Settlement Figures During Negotiations
- Demystifying Artificial Intelligence
- Ethics for Insurance Professionals
- Planning and Prioritizing
- Driving Up Customer Retention
- Retaining an Expert: Anticipation of Litigation
- Loss Prevention in the Restaurant Industry
- 5 Essential Factors Every Manager Needs to Know about Fulfilling Requests for Copies of Claim Files
- Inventive and Effective Strategies for Settlement of Small Claims



- Interviewing and Hiring Great Claims People
- Getting Customers to Listen
- Business Writing Skills
- Employment Law Update

Considering that the conference is held in New Orleans, there is of course time carved out to have some fun and relax with fellow attendees. There are a variety of activities attendees can choose to sign up for, including a walking tour of the Garden District, a cooking class at the world-famous New Orleans School of Cooking, a tour of the World War II museum, and a Live Séance (see inset for more details on the Live Séance) among many other options.

If you want to be part of this claims community, there is still time to sign up - visit [www.claimseducationconference.net](http://www.claimseducationconference.net) to submit your registration.

At the time of this issue going to press, the Hilton New Orleans Riverside, the conference hotel, was nearly sold-out. Call (504) 561-0500 to check on availability. If sold-out, there are other nearby hotels. Check the conference website for the most updated information.

The conference has limited availability for exhibitors as well. Contact Lisa at [lisa@insuranceinstitute.com](mailto:lisa@insuranceinstitute.com) or (612) 868-3650 to check on reserving exhibit space. ■

## LIVE SÉANCE: VICTORIAN STYLE

The Claims Education Conference is offering something new this year – a live séance in a haunted museum in the heart of the French Quarter! We'll have the Victorian visual of a séance: sitting around a table holding hands, table tipping and summoning ethereal manifestations.

Our séance will be led by the world-famous “Bloody Mary.” Born on the bayou, Bloody Mary was raised in the Crescent City. She is known publicly as a Priestess, storyteller, celebrity historian, author, psychic medium, ghost hunter and owner of the famous Bloody Mary’s Tours. Bloody Mary is featured on hundreds of international documentaries about her hometown and her Voodoo paranormal. Her haunted houses are on TLC Paranormal Lockdown, BuzzFeed Unsolved, Haunted History and Ghost Adventures.

# TERESA HEADRICK

## CELEBRATES 25 YEARS OF SERVICE TO LOCAL CHARITY



International Insurance Institute’s own Teresa Headrick, Sr. Course Designer, was recently recognized for her 25 years of service to Ronald McDonald House.

Ronald McDonald Houses across the world are a ‘home away from home’ for families with hospitalized children.

Chattanooga’s Ronald McDonald House, [www.rmhchattanooga.com](http://www.rmhchattanooga.com), serves 600 families annually with hot meals, laundry facilities and a private bedroom to rest.

All these things are vital as families support their ill children. Also vital is the work of volunteers. Teresa began volunteering in 1983 and her anniversary was celebrated with Executive Director, Jane Kaylor, Board Members and other House Staff. ■