

- 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 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 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, 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. ■