



WEBINAR-BASED TRAINING PROGRAM

To assist our customers with their training needs, we have launched a webinar-based training program.

Because of the national health threat caused by the Coronavirus, International Insurance Institute has cancelled all in-person training classes through June, 2020.

We have received many requests for training that can be delivered via webinar during this time of social distancing. To assist our customers with their training needs, we have launched a webinar-based training program.

Virtually any in-person workshop in our current catalog can be delivered in a condensed webinar format specifically for your company employees. Each webinar would be for your company only, and you would have the option to purchase the recording of the webinar to install on your company LMS for future viewing.

Popular topics include:

- Negotiation Skills for the Claims Professional
- Awesome Claims Customer Service
- Real-Life Time Management
- Business Writing for Claims
- Dealing with Difficult Customers

If you are interested, please contact Teresa Headrick, Sr. Course Designer at (423) 386-5604 or teresa@insuranceinstitute.com.

Please stay healthy. Thank you. ■