Claims Education
e magazine

INTERNATIONAL INSURANCE INSTITUTE

TRAINING ‖ TALK

In this issue we feature a story about GAINSCO Insurance. The good people at GAINSCO are committed to what they call "championship performance." They even back that up by sponsoring the championship-winning GAINSCO No. 99 racing team. That performance is experienced by their customers every day.

Also see our News Briefs section for information about the new format of the joint conference between International Insurance Institute, American Educational Institute and The Society of Claim Law Associates which will move permanently to New Orleans on May 16, 2017

This issue we welcome quite a few new customers, especially on the international level. See if there is anyone you know in the News Briefs section.

Our Feature Course section provides information on the latest addition our highlighted workshops, Leadership Skills for Leaders.

Also, check out our new program of offering FREE training to member companies in the News Briefs section.

As always, we here at International Insurance Institute welcome your contributions to CEM and encourage you to contact Karla Alcerro at 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

GOING FOR CHAMPIONSHIP PERFORMANCE

BY CARL VAN, ITP

In January of this year, I had the pleasure of facilitating a couple of two-day Leadership Concepts for Claims Managers workshops to the outstanding management team at GAINSCO Auto Insurance® in both Dallas, TX and Miami, FL. Since I teach quite a few of these classes, I wasn't expecting to find anything out of the ordinary with these groups, however, I was pleasantly surprised.

I found the management team at GAINSCO to be incredibly enthusiastic, dedicated and committed to customer service in a way I rarely see. So, I thought I would take the time to find out what makes this group so special.