

## Claims Professional Books



### FEATURE BOOK THIS ISSUE:

*Attitude, Ability and the 80/20 Rule:*

*The Makings of Exceptional Performers*

This month's featured book explores the connection between one's attitude toward their job responsibilities and ultimate performance.

Mr. Van separates Performance Attitude from what is commonly thought; that having a good attitude is simply being "being happy all of the time." This book makes the case that a person's performance is 80% their attitude toward their job, and only 20% their technical skill level and knowledge.

Attitude is separated into two main sections: Attitude is Performance; Attitude is Job Satisfaction. Both sections demonstrate that an individual's performance is more closely linked to how they perceive and describe their job than what they know or what they can do.

Based on years of observations, monitoring phone calls and conducting training sessions, Mr. Van shows that people's performance is 80% their attitude, and only 20% their actual job ability and with the right attitude, anyone can be an exceptional performer.

Written by Carl Van. (Paperback \$19.95 available at [www.ClaimsProfessionalBooks.com](http://www.ClaimsProfessionalBooks.com), [www.Amazon.com](http://www.Amazon.com), and other on-line book sellers; Kindle \$8.99)

Visit [www.ClaimsProfessionalBooks.com](http://www.ClaimsProfessionalBooks.com) to view all of the books available:

- *The 8 Characteristics of the Awesome Adjuster*
- *Gaining Cooperation: Some simple steps to getting customers to do what you want them to do*
- *Gaining Cooperation for the Workers' Comp Professional: 3 simple steps to getting the Injured Worker to do what you want them to do*
- *Attitude, Ability and the 80/20 Rule: The Makings of Exceptional Performers*
- *The Eight Characteristics of the Awesome Employee*
- *The Claims Cookbook: A Culinary Guide to Job Satisfaction*
- *Negotiation Skills for the Claims Professional*

## New Customers

We are delighted to welcome our newest members who have joined International Insurance Institute's member list, either through on-site training, online video training or training materials.

### United States

- Fig Annunziatio - ClaimFox- Ronkonkoma, NY
- Shawn Brace - Ohio Fair Plan- Columbus, OH
- Kandie Carson - National Interstate- Richfield, OH
- Andy Condrey - Gray Insurance- Metairie, LA
- Jill Crane - IAT Insurance- Chicago, IL
- Krista Glenn - IAT Insurance - Raleigh, NC
- Agnes Hoerberling - Intercare Holdings- Roseville, CA
- Patrick Hollidge - Esurance- Sacramento, CA
- Stephanie Jackson - Louisiana Citizens Insurance- Metairie, LA
- Ann Kinner - Publix- Lakeland, FL
- Rich Laber - North Dakota Mutual- Fargo, ND
- David Licavoli - Meemic Insurance- Detroit, MI
- Jennifer McKeen - MMG Insurance- Presque Isle, ME
- Melanie Royle - Hallmark Insurance- Plano, TX
- Frank Sapio - Allianz Global- O'Fallon, MO
- Matthew Stocker - Tower Hill Insurance- Gainesville, FL
- Rodney Ward - Safepoint Insurance- Tampa, FL

### International

#### Canada

- Teresa Hamm - Red River Mutual- Altona, MB

#### The Congo

- Gitan Bobo - Kinshasa, Democratic Republic of The Congo

#### New Guinea

- James Gunua Gene - PNG-Papua, New Guinea

#### Afghanistan

- Sayed Hashemi - Afghan Global Insurance-Kabul, Afghanistan

#### India

- Nandkumar Bhavsar - The New India-Nashik, India

#### Indonesia

- Octo Catur - Gove Banten- Pandeglang, Banten ■