

Claims Professional Books

FEATURE BOOK THIS ISSUE:

Attitude, Ability and the 80/20 Rule

This book explores the connection between one's attitude toward his/her job responsibilities and one's ultimate performance. It makes the case that a person's performance is 80% their attitude toward their job, and only 20% their technical skill level and knowledge. Many real-life examples are provided where an individual's performance was either improved or diminished simply based on how they described their job. This is explored in detail in the area of customer service.

Attitude is separated into two main sections: Attitude is Performance; Attitude is Job Satisfaction. Both sections make the case 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.

Written by Carl Van. (Paperback \$19.95 available at www.ClaimsProfessionalBooks.com, www.Amazon.com, and other on-line book sellers; Kindle \$9.99)

Visit 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: How to get 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*

Carl Van YouTube Channel

NEWEST UPDATES:

What makes a great customer service company #5

This channel will be updated periodically with new clips

from the on-line claims training videos at www.ClaimsEducationOnLine.com. This is FREE training!

To be notified of the new clips as they become available, all you have to do is:

1. Go to <http://www.youtube.com/user/CarlvanTV> and subscribe. or
2. Go to Facebook and "Like" either (or both) of the pages at www.facebook.com/CarlVanSpeaker or www.facebook.com/InternationalInsuranceInstituteInc.

Claims Blog

Subscribe at www.CarlVanClaimsExpert.wordpress.com, and get the latest posts delivered right to your email! Including recipes from The Claims Cookbook.

There Right Now:

- When does the negotiation process really begin?
- A great negotiator is someone who...
- Negotiating for cooperation

New Customers

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

United States

- Kayleigh Vanderlaan, Auto-Owners Insurance – Lansing, MI
- Ryan Caldarone, Amica Mutual – Lincoln, RI
- Theresa Fitzgerald, AmTrust Financial – Dallas, TX
- Diana Wann, National Workers' Comp. Defense – Chicago, IL
- Deborah Callahan, Washington Schools – xx, xx
- Brent Hanson, Nationwide Insurance – Des Moines, IA
- Greg Castleman, Gainsco Auto Insurance – Dallas, TX
- Mark Finck, Senaca Insurance – New York, NY
- Amy Kenney, Germania Insurance – Brenham, TX

- Megan Pfahler, Johns Eastern – Lakewood Ranch, FL
- Allen Kirsh, Zurich Insurance- Schaumburg, IL

International

- Ron Kaira- African Grey Insurance Limited- Lusaka, Zambia
- Choice Dzviti- Dublin, Ireland
- Joseph Lee- IASCO- Korea
- Vo Hanh-Samsung Vina Insurance - Chi Minh City, Vietnam
- Simeon Vladimirov-Armeec Insurance- Bulgaria
- Kremalin Pillay-Zurich Insurance- Durban, South Africa
- Sia Plagakis-Racine Chamberland- Montreal, Quebec
- Manoj Bhargava-Manoj Bhargava & Associates- Jaipur, India
- Nestor Ramos-Crawford & Company-Mexico
- Mark Rayner-Claims Management Consulting- Sydney, Australia
- Matt Tuckey-AON UK LTD-Reading, UK
- Pranab Misra-Insurance Institute of India- Mumbai, India
- Femi Olojede- Victoria Island, Lagos Nigeria
- Robert Balasa-Funk International Romania- Bucharest, Romania
- Jose Lemos-AIG- Bogota, Columbia
- Yehia Tawfeek-Al Koot Insurance & Reinsurance- Doha, Qatar
- Adedoyin Fakorede-Majorisk International Loss Adjusters-Lagos Nigeria
- Ameet Naik-LIC of India-Siddapur, India
- Laureano Aligno-Fortune Life Insurance Company- Iligan City, Philippines ■

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Development department with fresh ideas. They selected Danielle due to her ability to get things done along with her dedication to training and improvement, and in September 2014, she started the new position. Danielle credits both Messrs, Slimowicz and Tibak as the people who have most influenced her in her insurance career.

Mr. Tibak commented, “Danielle’s technical claims background along with her outstanding communication skills made her a natural fit for this key position.”

Asked what she likes best about her job as Manager of Claims Training and Development, Danielle replied, “I truly enjoy working with people, from the adjusters to the business leaders, to find solutions to their training needs and to afford everyone an equal opportunity to advance his/her skill sets. This role has challenged me and has given me an opportunity to create a model training platform for the organization that did not previously exist.”

Crum and Forster already is recognized in the market for its excellent service. Nevertheless, it is looking for a total focus on customer service. Danielle has been asked to look for creative ways to have the training department be involved. She says, “We are focused on more than just improvement. Rather, we are seeking a cultural change toward a total dedication to the customer experience.” She continued, “By encouraging our staff to engage in continuous learning and development, we are promoting career development and differentiating ourselves in the marketplace.”

With a 21-month old daughter at home, that keeps both Danielle and her husband busy, Danielle does not have much time for other activities. But when she does, she enjoys spending time with her family and friends.

Danielle says the most important thing she has learned in her career is that, “Even when something negative happens, there is always something positive that can be gleaned from it. You just have to be patient and keep your eyes open for it.”

That advice makes perfect sense. ■