



FEATURE || COURSE

REAL-LIFE TIME MANAGEMENT FOR CLAIMS

This is a practical, full-day workshop, which includes real-life scenarios geared specifically toward the claims professional.

Claims professionals use their own issues and barriers in problem solving exercises to focus on results-oriented activities. Students leave with practical methods for improving time management, which they can put into place right away.

Customer service is strongly emphasized throughout the day. This course is designed to aid the claims professional by developing practical time management skills.

ATTENDEES LEARN HOW TO:

- Overcome procrastination by breaking up large projects into “bite size” pieces
- Eliminate work by focusing on those things that get worse with time
- Reduce phone calls by improving the telephone interaction with the customer to make sure they are listening and can remember what they were told
- Prioritize effectively by identifying those high impact items that keep them in the “20% time – 80% results” category
- Plan properly by looking at all of the items at one time and ranking them accordingly
- Construct a “working” to-do list to help avoid feeling interrupted during the day
- Manage incoming correspondence by only handling things once
- Manage diary by picking an effective strategy given the work-flow
- Manage telephone interruptions by being proactive in planning phone calls
- Leave work problems and stress at work ■