

## MANAGER SPOTLIGHT

## Lifelong Learning for Lifelong Success

**David Ashley**  
**Vice President of Claims**  
**Markel Southwest Underwriters, Inc.**

*“Knowledge speaks, but wisdom listens.”*

— Jimi Hendrix



David Ashley, VP of Claims for Markel Southwest Underwriters, Inc., began working in insurance in 1978. His career with Markel began in 2005. “I believe seeking to treat others fairly and with dignity has helped me in my career,” David said.

For David the claims function is one of the most powerful components in an insurance organization. The claim adjuster is usually the only representative of the insurance company that a client sees and how the adjuster handles the claim can make for a successful negotiation, leaving both parties content. Listening, then assessing, are the

keys to a good claim negotiations. David feels the best way to meet this goal is using effective communication.

David says his career in insurance was by accident. Upon graduation from Cal State L.A., he responded to a “blind” ad in the local newspaper that obscured any reference to insurance. Once he found out, it was too late! He was attracted by the freedom of the field adjuster position and was sold on the notion that he would be helping people.

David attributes his success to “lasting long enough to survive attrition! Seriously, I believe seeking to treat others fairly and with dignity has helped me in my career. In addition, it is part of my disposition to defer reactions on confrontation or crisis until I have had a chance to fully absorb and analyze in my own thoughts the consequences or ramifications of any set of outcomes. Being able to control emotions and to avoid immediate misstatements has contributed to my success.”

David especially stresses the importance of continuing education to successful performance in the claims adjusting industry. David has often told folks new to the industry that they should maintain their learning attitude and orientation. Once learning stops, so does the career.

David added, “Oh – and, don’t forget to work hard – work harder and accomplish more than your co-workers; exceed expectations.”

Drawing from his own training experiences and driven by his interest in training and development, David took the initiative to create a training curriculum designed to make newcomers to insurance with no prior claims experience functionally competent in the claims field within a period of six months.

When away from the office his time is spent on home improvement projects and he enjoys reading a good novel.

## TRAINER OF THE SEASON

## I Have My Dream Job!

**Carolyn Bolsinger**  
**Texas Learning and Development**  
**Texas State Farm Insurance**

Carolyn Bolsinger is a 14 year veteran in insurance and 11.5 year claim expert for State Farm. A native of Bloomington, IL, State Farm headquarters, Carolyn is a third generation State Farmer. She boasts that her grandfather, both parents, her brother, along with several other extended family



members all have worked for State Farm as well.

A 1993 graduate of Arizona State University, Carolyn held positions throughout her career as a PD & BI Claim Representative, National Catastrophe Team Claim Representative, 1st Party Attorney Rep. Claim Representative, 3rd Party Injury Claims Representative, and is currently holding her dream position as a Learning & Development Specialist. Asked what her favorite role since has been in insurance, Carolyn replied, “My current job. I feel that training is my niche in the

company. I do not do the same thing every month, there is always something different going on that we need to respond to.” Carolyn said that she always enjoys training employees and often pleased when employees learn something useful that they can use on their job. Training allows her a twofold opportunity for creativity and fun within her position.

Carolyn tries to look at the big picture, and is someone others can trust and have faith in that the job will be done correctly. As a speaker and trainer that is very comfortable in front of an audience, Carolyn has