



Claims Professional Books

Yes, two more books have been added to the library of books at www.ClaimsProfessionalBooks.com.

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.

Carl Van YouTube Channel

International Insurance Institute announces the Carl Van YouTube Channel. This channel will be updated periodically with new clips from the on-line claims training videos at www.ClaimsEducationOnLine.com. This is FREE training!

Every other week or so, a new clip will be added to the library. It is starting with clips from the Critical Thinking for Claims Professionals, but will also be including clips from Real-Life Time Management for Claims, Negotiation Skills for the Claims Professional, and the most popular video, Exceptional Claims Customer Service!

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

1. Go to 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.

New Claims Blog

Our new blog is available to view at:

carlvanclaimsexpert.wordpress.com

Come check it out!

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

Karel Davis, L&D Manager, State Compensation Insurance Fund

Lainie Barrows, L&D Supervisor,

State Compensation Insurance Fund

Ted Duckworth, Claims Administration Manager,

Germania Insurance

INTERNATIONAL

Troy Bourassa, Claims Director for Alberta Motor Association,
Alberta, Canada

Location for 7th Annual Claims Education Conference

Ann Van, Director of the Claims Education Conference, announced that the location of the upcoming conference will be at the beautiful Merritage Resort and Spa in Napa Valley, California. Located in the heart of Napa Valley, the Merritage boasts its own on-site vineyard, winery and wine cave. To register or download a free brochure, visit www.ClaimsEducationConference.com. ■