

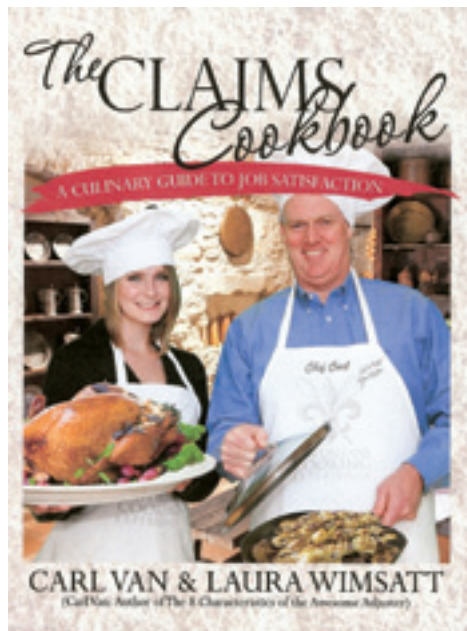
Claims Professional Books

Yes, it's coming; it's almost here! The most highly anticipated claims book in 40 years!

The Claims Cookbook: A Culinary Guide to Job Satisfaction, is finally here. Yes, this is a real cookbook, but one with some dishes only claims professionals can appreciate. The SUB-Rogation sandwich, Chicken TORTellini, The DUI Daiquiri, Boston "Claim" Chowder, Claimant Crab Cakes, Attorney Red Beans and Lies, Delay Soufflé, So Sue Me Sushi and plenty of others. Written by Laura Wimsatt and Carl Van. Scheduled Release April 1, 2012. (Hardcover \$39.95)

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 They 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.*



Carl Van YouTube Channel

Newest Updates:

- Customer Service Series #1: Dealing with Impatient People
- Customer Service Series #2: Dealing with Angry People

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.

New Claims Blog

www.CarlVanClaimsExpert.wordpress.com

In this blog we try to hand out great advice on everything from how to deal with unhappy customers to improving your workflow and motivating employees. The blog features new articles, video tidbits of advice, archived articles and previews from the critically acclaimed online courses available from International Insurance Institute.

A few recent posts include an excerpt from the book "Attitude, Ability and the 80-20 Rule", an article on having a great attitude, and video snippets on how to deal with angry and impatient people. Subscribe at www.CarlVanClaimsExpert.wordpress.com, and get the latest delivered right to your email!

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.

NEWS || BRIEFS

UNITED STATES

- Perry Daskas, President, AFA Claims Services
- Amy Boldt, Sr. Claims Trainer, Sentry Insurance
- Evelyn Jorgensen, Claims Training Supervisor, Selective Insurance
- Phyllis Catron, Claims Manager, Consumers Insurance
- Debbie LaFever, Executive Assistant, PuroClean
- Janna Scheese, H/R Manager, CNA Insurance
- Diana J. Rich, W/C Program Manager, California Joint Powers Insurance Authority

INTERNATIONAL

- United Arab Emirates
 - Zia ul Jaweed, RSA Insurance Dubai
- Fiji
 - Uday Singh, Fiji National Provident Fund
- Canada
 - Lauren Crabbe, Northbridge Financial Corporation
 - Paulette McGill, Director, Allstate Group of Companies

7th Annual Claims Education Conference

All of the new sessions, along with a couple of tried-and-true favorites, in the absolutely stunning setting of beautiful Napa Valley, are here for you to enjoy.

To register or download a free brochure, visit www.ClaimsEducationConference.com.

See the write up by Ann Van, Conference Site Director, in Conference Comes Full Circle on page 3. ■

LINKEDIN GROUP DISCUSSION POST

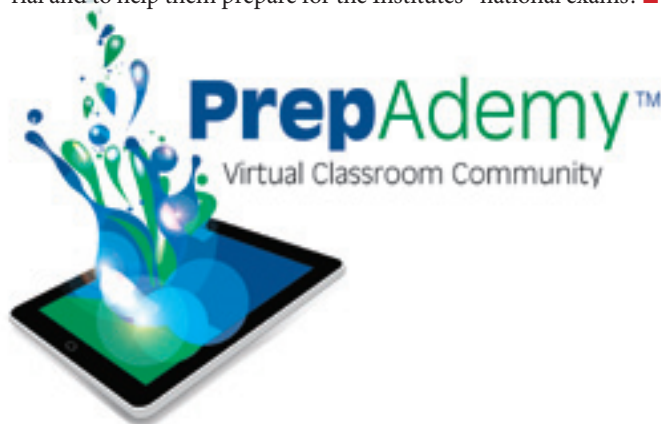
What do you think?

Do you think the next generation of claims professionals is interested and motivated to earn the AIC (Associate in Claims) designation?

Sandra Masters, CPCU, ITP posted the discussion question shown above in the *Carl Van - Awesome Adjuster LinkedIn Group*. She asks an interesting question. What do you think? How would you rate the importance of professional designations for the new generation of claims adjusters?

Sandra is the founder of the PrepAdemy™ Virtual Classroom Community and offers the Associate in Claims classes that meet weekly live and online with a subject matter expert. Recordings are available for registered students who miss class. You can join the class from your PC, Mac, Tablet or even Smart Phone using the GoToMeeting App.

Do you think there will be interest in this format of guided instruction to help students get through the technical course material and to help them prepare for the Institutes™ national exams? ■



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The Institutes™ Exams for
CPCU, ARM, AIC, AAI, and AINS

PrepAdemy™ combines all the benefits of a risk and insurance educational community, a blog, a professional network, and a live virtual classroom. You will find course leaders who are well-known and highly regarded in their fields, teaching through live and online interactive classes to bring a blended learning experience home to your computer.

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