

Claims Training for the Goal-Oriented Insurance Professional

International Insurance Institute, Inc. (III) provides a variety of superior educational opportunities dedicated to enhancing the insurance industry. The current list of classes provides education on virtually every aspect of the claims environment. For more information on individual classes or schedules, contact III by phone at (888) 414-8811 or online at www.InsuranceInstitute.com.

COURSES FOR ADJUSTERS

Featured Courses:

Teamwork Basics – No Adjuster Is an Island

A full-day workshop designed to enhance teamwork among members of a unit or group. Many members of a group feel it is the manager of the group's responsibility to develop a teamwork approach. That is only half true. The other half is that it is the responsibility of each of the team members to also do what they can to enhance teamwork within the group.

This workshop focuses on things that each member of the team can do to enhance the teamwork of the entire unit or group, and improve efficiency for all members of the team. The goal of this workshop is to not only openly display the benefits of teamwork, but also to introduce and practice skills each member can put into place.

Empathy and Listening Skills

A full-day workshop designed specifically to improve communication by enhancing listening skills and developing empathy abilities. It has been said that the ability to listen and empathize with a customer is 70 percent of ultimately solving any problem that may arise. Practice exercises, role plays, and real life scenarios are utilized in

this highly interactive, practice-based workshop. It will improve listening skills and result in both an increase in customer satisfaction and decreased effort. This course will help the student learn how to expand their listening abilities and become a more effective communicator. It will teach how to take in greater amounts of information, and remember more while "hearing between the lines."

Other Soft Skill Courses for Adjusters:

- Negotiating with Attorneys for Claim Adjusters
- Attitude and Initiative Training for Claim Adjusters
- Awesome Claim Customer Service Part 1
- Awesome Claim Customer Service Part 2
- Real-Life Time Management for the Claim Adjuster
- Beating Anxiety and Dealing with Anger
- Adjuster Organization-Managing the Desk
- Negotiating Training for the Claims Adjuster
- Prepare for Promotion-Adjuster Leadership Training
- Interpersonal Skills--Improving Team Member Relations
- Effective Recorded Statement
- Business Writing Skills

- 8 Characteristics of the Awesome Adjuster
- Conflict Resolution for the Claim Adjuster
- Managing the Telephone

Technical Courses for Adjusters:

- Reservation of Rights Letters
- Coverage Denial Letters
- Excess/Essential Letters
- Policy Coverage Interpretation
- Policy Interpretation
- Negligence
- Liability Basics
- Advanced Bodily Injury
- Medical Terminology
- Adjusting Property Losses
- The Legal System
- Liability Claims Handling

COURSES FOR NON-CLAIMS PROFESSIONALS

Featured Course: Fraud Advanced

A full-day workshop combining the basics of fraud but also covering various state regulations, to include mandatory reporting, SIUs, annual reports, anti-fraud plans, and compliance. This course is designed for the claims or SIU professional requiring a general overview of the various state statutes and how to ensure that their company is in compliance.

WORKERS' COMP SPECIFIC COURSES

Featured Course:

WC Claims Basics

A full-day workshop covering the basics of the workers' compensation system. Covered topics include, distinctions between first-party liability and WC third-party liability and defenses to legal liability based on state codes. Terminology such as AOE/COE, temporary disability, permanent disability, Qualified Injured Worker, Qualified Medical Examiner, etc., will be discussed. The goal of this workshop is to provide a basic understanding of the workers' compensation system and how to apply known facts and develop a theory of liability.

Other Workers' Comp Specific Courses:

- Time Management for the Workers' Comp Adjuster
- Customer Service for Workers' Comp
- Business Writing Skills for Workers' Comp
- Dealing With Difficult People
- Stress Management for the Workers' Comp Employee
- Negotiation Training for Workers' Comp