

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:

Real-Life Time Management for the Claims Adjuster

A practical, full-day workshop which includes real-life scenarios geared specifically toward the claims adjuster. Adjusters use their own issues and barriers in problem solving exercises to focus on result oriented activities. Students leave with some very practical methods of improving time management, which they can put into place right away as well as some methods that require management support and involvement. Customer service is strongly emphasized throughout the day.

Conflict Resolution for the Claims Adjuster

A full day workshop designed especially for the claims adjuster. Staying effective during unpleasant situations is the hallmark of most successful adjusters. The main objectives of this course are to explain the psychology that governs upset customer behavior, suggest steps to take after the customer is gone, present strategies for successful customer encounters, and advise adjusters about their actions and attitudes.

Upon completion of the course,

adjusters will have learned: Why it's important to calm upset customers; why we sometimes want customers to complain; things we can learn from upset customers; why customers become upset (not the obvious such as low offers; what we can do to avoid customers getting upset; how the words we use make a difference; what the upset customer wants; how to diffuse defensiveness; and what to do after the encounter is over.

Other Soft Skill Courses for Adjusters:

- Negotiating with Attorneys for Claims Adjusters
- Attitude and Initiative Training for Claims Adjusters
- Awesome Claims Customer Service Part 1
- Awesome Claims Customer Service Part 2
- Managing the Telephone
- Beating Anxiety and Dealing with Anger
- Adjuster Organization- Managing the Desk
- Empathy and Listening Skills
- Prepare for Promotion-Adjuster Leadership Training
- Teamwork Basics-No Adjuster is an Island
- Interpersonal Skills-Improving Team Member Relations
- Effective Recorded Statement

- Business Writing Skills
- 8 Characteristics of the Awesome Adjuster

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:

Auto Policy – General Overview

A full day workshop covering the basics of the automobile insurance policy which includes an overview of the major sections and exposure to exclusions and conditions. The goal of this workshop is to introduce the basics of the automobile insurance policy to assist in future in depth training on the policy at a later time. This course is ideal for anyone new to the auto insurance policy that does not need to have a working knowledge of the entire contract.

Other Courses for Non-Claims Professionals:

- Claims Training for Agents
- Auto Policy—General Overview
- Insurance Contracts—General Overview
- Homeowners Policy—General Overview

WORKERS' COMP SPECIFIC COURSES

Featured Course:

Dealing With Difficult People

A full day workshop designed specifically for the Worker's Comp claims adjuster. This course teaches what makes people become difficult to deal with in the first place and how to avoid it. Discussion then turns to how to alleviate tense situations and gain cooperation out of people.

Other Workers' Comp Specific Courses:

- Time Management for the Workers' Comp Adjuster
- Customer Service for Workers' Comp
- Business Writing Skills for Workers' Comp
- Conflict Resolution for Workers' Comp
- Stress Management for the Workers' Comp Employee
- Negotiation Training for Workers' Comp