

Tracking the Claim Staff's Training Needs

This course is designed for the manager who values continuing education. Every manager must keep his or her staff up to date with the best training possible. However, every employee has individual needs that may differ from that of the team. This course teaches supervisors how to recognize the real issues behind common problems, because not every complaint by a customer or an associate is as simple as it seems. This course highlights the following points:

- ▶ The first step in determining correct training is identifying the real issue behind a problem.
- ▶ Identifying the real issue involves evaluating what the person is really trying to say with his or her complaint. The apparent issue can show you what the real issue is.
- ▶ Once the real issue is revealed, you can analyze and evaluate the most crucial training needs.
- ▶ Regardless of whether the complaint is from a customer or an adjuster, you must decide on the most appropriate course of action to then begin to effectively and efficiently train your team.

Effective Office Meetings

Anyone can run an office meeting, but not everyone can run a suc-

cessful one. This course teaches you how to not only effectively operate in a meeting, but also how to inspire and engage attendees. Office meetings require good communication and efficient problem solving, two seemingly simple skills that may be complicated to exercise when the pressure is on. Also, office meetings represent something larger: the organization itself. Often what goes on in a meeting is reflective of how the organization is doing as an entire entity.

This course covers a range of topics, including the following:

- ▶ What goes on in the workplace from day to day surfaces in its office meetings. This requires a concerted effort to make those meetings effective.
- ▶ To run an effective office meeting, a manager must have a clear goal to ensure that the meeting runs with a purpose.
- ▶ The meeting must address significant issues. Otherwise, participants will not care, listen, or take anything away from the meeting.
- ▶ Office meetings can be important brainstorming tools, if they are done correctly. A meeting should encourage ideas rather than criticize bad ones.
- ▶ Brainstorming should involve everyone, and everyone involved should be building on others' ideas. ■



avis budget group



Refer your customers to us and get yourself a new nametag.

When your customers need a replacement car, be a hero and recommend all the right cars and services from industry leaders Avis and Budget. For more than 50 years, Avis and Budget have been there for your customers, giving you more time to focus on your own great service. We'll provide free local pick-up service and get them back on the road faster than a speeding...well, you know.

For reservations and information,
visit carintheshop.com or call 1-877-692-6547.



AVIS.  **Budget.**

Life is full of uncertainties

Why take a chance with your homeowners?



CRDN. Be Certain.

Trust the textile restoration specialists who offer:

- ◆ Immediate response, on-call 24/7
- ◆ Timely follow-up and service
- ◆ On-site room-by-room inventory
- ◆ Detailed list of restored and non-restorable items
- ◆ "Rush" service reduces ALE
- ◆ Prompt invoicing to set reserves quickly
- ◆ Secure storage and delivery back to property owner when ready
- ◆ Our guarantee: If it doesn't restore, it's free



Because Response Matters and Caring Counts®

1-800-963-CRDN (800-963-2736)

www.CRDN.com