

Claims Education

e-magazine



INTERNATIONAL INSURANCE INSTITUTE

TRAINING || TALK

In this issue, we are also excited to announce that we are expanding our on-line training curriculum to include Real-Life Time Management for Claims course. The filming has been completed, post-production is completed, and the program is up and running. Please visit www.ClaimsEducationOnLine.com for a free preview. More details in the feature story: *On Line Training Program Expands*.

International Insurance Institute has also added several new courses to the on-site training which has made us so popular. *Teambuilding Games, Motivating Employees, and Litigation Management* have all been added to our permanent catalog of courses. More details are in the News Briefs section.

As always, we here at International Insurance Institute welcome your contributions to CEM and encourage you to contact Karla Alcerro at karla@insuranceinstitute.com for any input. Please feel free to direct any questions, feedback, articles, claims success stories, and/or even topics that you would like to see discussed in the magazine. ■



Carl Van

President and CEO
International
Insurance Institute

FEATURE || STORY

Online Claims Training Program Expands:

Time Management for Claims added to curriculum

On June 2nd, 3rd and 4th, Carl Van, President and CEO of International Insurance Institute, and his creative online training team camped out at the television production set of the University of Alabama filming the 3rd



Lead cameraman Ned Boggan coordinates the sound and timing of the shoot along with all video process.



course to be offered online at www.claimseducationonline.com.

For 3 full days, camera crew, director, script consultant, sound techs, and the III creative team all worked night and day to film the new online course, Real Life Time Management for Claims.

Director David Bryan, who also directed both previous courses, Exceptional Claims Customer Service and Negotiation for Claims Professionals, was steady at the helm. "Directing the normal talent can be challenging in and of itself," Mr. Bryan explained. "But when you add to it that the presenters are also subject matter experts who know the information better than the director, it adds a whole new level of complexity."

Nevertheless, Mr. Bryan and his production team appeared to have a good time. "Sure the project is serious, but we do try to relax and keep it up beat because it all comes out on screen," he commented.

Laura Wimsatt, script consultant, had the highly difficult task of keeping the content flowing as planned. "When you have a lot of people in one place who are all enthusiastic and have creative ideas, things can easily go in different directions quickly." She elaborated, "my main job was to keep everyone focused on the good, solid material we developed."

Carl Van, who wrote and presents in the course, was quick to praise his staff and production team for their outstanding efforts. "I enjoy teaching the subject of Time Management for Claims quite a bit. I like the interactive exchange with my students and how the classes can take a turn in a different direction at any moment." He goes on to say, "A challenge for me with the on-line version, is to present in a much more formalized format without an audience to bounce things off of.

My staff and crew did a marvelous job of taking the place of my students in that regard by making comments and asking questions inbetween shots".

According to director Bryan, the new Real Life Time Management for Claims program should be up and available for viewing on the website by November 2010 at www.ClaimsEducationOnline.com. ■



(Above) Script consultant Laura Wimsatt makes sure the script and impromptu instruction are consistent with the learning objectives of the program. **(Center Left)** Director David Byran oversees all aspects of the Studio shoot and post production.

International Insurance Institute announces 3 brand new courses:

- Team Building Games
- Litigation Management
- Motivating Your Employees

Team Building Games

International Insurance Institute is pleased to announce a new course for claims supervisors and managers to learn how to lead team building activities that are fun, engaging, and results oriented.

One of the cornerstones of effective claims operations is teamwork. Sure, taking your team out for bowling and a few drinks is fun. To many claims supervisors and managers, that's all that teambuilding is. But, how many times has that taught the group to understand the need to deliver accurate information to another team member? Or made them go out of their way to help someone else on the team when things get busy? In this workshop, we discuss and demonstrate (with class participation), some effective team building games and activities that you can use with you staff on the team you lead.

- Team learns to work together for everyone's benefit
- Team works together to solve problems
- Team learns to utilize...
- Team develops...

This workshop comes with a warning: If you attend this workshop, you will be active and just may have fun.

Litigation Management

International Insurance Institute is pleased to announce a new course designed specifically for claims operations by Dave Vanderpan, director of claims training.

Claims in litigation require more time, more expertise, and more money to resolve. Dealing properly with litigation related issues is paramount to maintaining an effective claims branch. Too often, claims people get bogged down with the numerous tasks involved in the process and fail to realize there are many opportunities for resolution along the litigation path.

This workshop will guide students through the mechanics of litigation while emphasizing how to effectively analyze settlement opportunities at critical junctures. We will discuss pre-litigation settlement strategies, impediments to resolution, settling a litigation plan and cost analysis.

Other topics include managing students' defense counsel and keeping the insured informed... (have Dave comment).

Students will gain a new sense of control over an arduous process and be ready to use the new tools and skills they have learned to effectively get to resolution.

Motivating Your Employees

International Insurance Institute is pleased to announce a new course designed especially for claims supervisors and managers to help them motivate employees through specialized motivation action plans.

Motivating Your Claims Team has been one of International Insurance Institute's most popular courses for claims managers looking for ways to motivate their staff.

Our new course, Motivating Employees: One Size Fits One, takes motivating your claims team to a new and specialized level.

This course was first introduced as the 5th Annual Claims Education Conference in New Orleans. Based on the feedback, we have expanded it to a full day workshop.

Although trade magazines tout the importance of motivating others, there is something missing! This course adds an important layer to those numerous philosophies regarding motivating others. The extensive energy and brain power used to motivate others can be surprising. Our minds whirl and spin endlessly devising complex mind games to motivate employees and trainees (maybe even some family!).

'One Size Fits One' means I can motivate you only if I understand you, and you can motivate me only if you understand me. Everyone is different; the most important person in motivating me is ME.

Managers will learn what is important and what intrinsically compels an individual to work hard. In this course, managers will learn how to ask the right questions, "clamp is shut and listen", and then use what is learned.

Newcomers

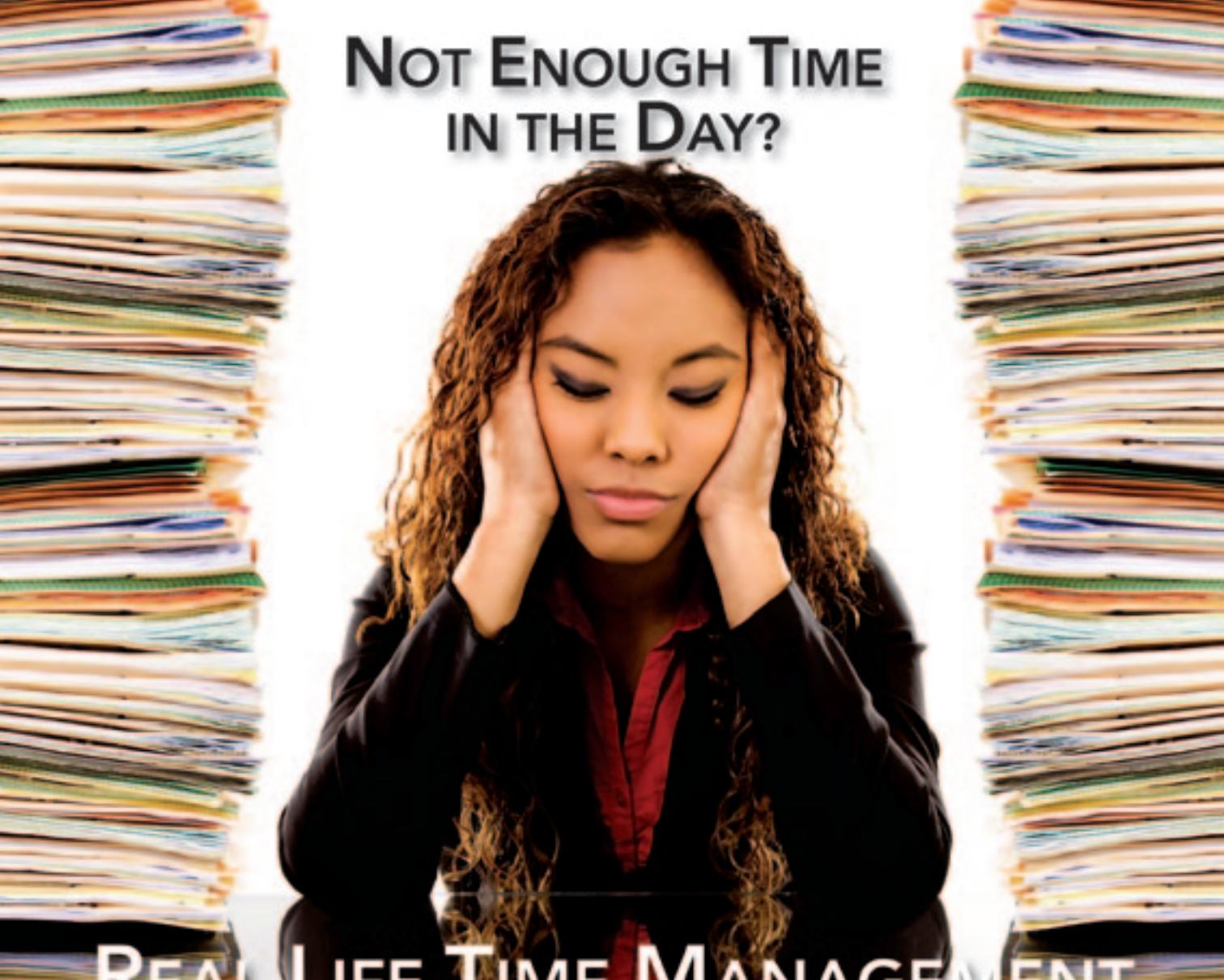
We are delighted to welcome our newest members who have joined International Insurance Institute's member list, either through on-site training, on-line video training or training materials.

UNITED STATES

- Jeff Suloff, Claims Vice President, Mountain West Farm Bureau
- Lesley Kochel, Training Manager, Sedgwick Insurance
- Richard Mariani, Claims VP, Highpoint Insurance
- Joe Carey, Claims Manager, Highpoint Insurance
- Adam Featherling, SIU Conference – Orlando, FL

INTERNATIONAL

- Shamim Shahed, Asian University of Bangladesh
- Vincent Palanas, Marketing Executive, Fenchurch Faris, Ltd.
- Vullnet Ramadani, Executive Director, Dukagjini Insurance Company



NOT ENOUGH TIME IN THE DAY?

REAL LIFE TIME MANAGEMENT FOR CLAIMS

Available on-line.

Available NOW!

FREE Preview at www.ClaimsEducationOnLine.com

International Insurance Institute's popular claims specific Time Management course is now available on-line.

NO TEDIOUS READING. NOT A BORING SEMINAR.

This is the same course offered by International Insurance Institute and delivered to claims professionals all over the world.



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