

# Interviewing Tips to Hire Great Adjusters

In this class we discuss many insights into what characteristics make great adjusters and how to identify those in an interview. Some common traits usually listed by claim managers that they want in claim professionals are “Reliable,” “Dependable,” “Adaptable,” “Willing to change,” etc.

What is often missed is that some of the traits are in conflict with each other and will only serve to making a good selection more difficult.

For instance, if you looking at someone who is reliable, dependable, and deals well with change, be careful. Usually, very reliable and dependable people find change upsetting. The steady, habitual, process-oriented people usually dislike change. Different people have different strengths and weaknesses. The most common misstep of claim managers is to look for characteristics and traits that tend to be opposites in the same person.

People who welcome change are generally not the best at being able to work reliably or follow processes.

Reliability/dependability traits are directly opposite to mobility/adaptability traits.

If, in the hiring process, you seek employees who are dependable, follow directions, and don't challenge authority, don't be surprised to find you have a group of people who find change difficult.



If in the hiring process you seek employees who are creative, fast paced, and like change, don't be too surprised when you experience high turnover.

The key is to find the right balance of traits and characteristics that match the claims environment. In order to do that, this class focuses on:

- Casting the right net – advertise for what you want to find.
- Recognizing the Conflicts – making sure you can get what you want.
- Facing the Situation – make sure you are looking for the right people given

your situation.

- Bringing it all together – making sure your wants and needs match your recruiting efforts.
- Finding the “Givers,, avoiding the “Takers.”
- The 8 characteristics of the awesome adjuster – two to look for.
  - Ruling out the mediocre performer.
  - Repeating questions – how to use them and why you need them.
- Understanding why you are hiring people who quit (oh, and by the way, how to stop doing it).
- Questions to give H.R. to help you screen.

## ► NEW MEMBERS

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

### United States

- Assurant Specialty Property, Linda Steenhoff, Manager, Jack Stewart, Vice President of Property Solutions Claims
- Berkshire-Hathaway, Deborah Desuyo, Client Services Director

- Kemper Insurance, Tom Speer, Training Manager
- Property Damage Appraisers, Katherine Slate, Assistant Vice President Franchise Relations & Corporate Development

### Canada

- Alberta Motor Association, Robert Katzell, Director, Claims

### United Kingdom

- MYI Global Staff Directory, Kerry Gupwell, Chief Operating Officer, Australia/New Zealand