

# 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](http://www.InsuranceInstitute.com).*

## ► COURSES FOR ADJUSTERS

### Featured Courses: Critical Thinking

A full-day workshop is designed to teach not only the benefits of critical thinking, but also how to put critical thinking to work when making decisions. Claim people are taught how to: make good decisions based on cautious review; work through problems to find the best answers; stay focused on the real issues; and apply critical thinking to writing.

Further discussion is focused upon applying the learned skills to claim situations (coverage analysis, reporting, etc.) and how to use critical thinking when developing plans of action for claim handling.

### Prepare for Promotion – Adjuster Leadership Training

A full-day workshop designed specifically for the claim adjuster who wishes to prepare himself/herself for promotion. Adjusters often focus solely on the technical aspect of the job responsibilities and lose sight of the many factors that come into play when selections for management need to be made.

Students learn how to improve the skills that will be recognized when promotional opportunities arise and avoid the many mistakes some adjusters make when looking for promotional opportunities. The goal of this class is to develop an action plan for increasing the opportunities for promotion.

### Other Soft Skill Courses for Adjusters:

- Negotiating with Attorneys for Claim Adjusters
- Attitude and Initiative Training for Claim 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
- Real-Life Time Management for the Claim Adjuster
- Conflict Resolution for the Claim Adjuster
- Teamwork Basics-No Adjuster Is an Island
- Interpersonal Skills-Improving Team Member Relations
- Effective Recorded Statements
- 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 Claim Handling

## ► COURSES FOR NON-CLAIM PROFESSIONALS

### Featured Course: Insurance Contracts – General Overview

A half-day seminar focusing on the elements of a legal contract, insurance policies as contract of adhesion, and interpreting coverage under those contracts. The goal of this seminar is to enhance the student's basic understanding of legal contracts and how insurance policies fit within that structure.

## ► WORKERS' COMP SPECIFIC COURSES

### Featured Course: WC Fraud

A full-day workshop focusing on the terms and definitions of Workers' Compensation fraud files, as well as the tools that an adjuster can use to mitigate and/or prosecute fraud. This workshop will provide the student with investigative strategies, utilizing the most optimum timeframes to insure file closure and/or prosecution by the various state agencies.

Students will also be provided with input on various state regulations relative to insurance fraud. The goal of this seminar is to improve students' abilities to recognize a suspect claim and develop practical strategies for mitigating or denying these types of claims.

### 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 ■