

Keys to Effective Presentations

Most claim professionals at some point in their careers, will need to make presentations. In this class, we outline many helpful hints of effective presentations:

Presentations where the goal is to pass on knowledge or understanding

Most People want information that:

- ▶ Is important to them.
- ▶ Can be used now (practical).
- ▶ Is relevant to their needs.
- ▶ Relates to real life experiences.

Therefore, you must:

- ▶ Introduce the subject.
- ▶ Discuss (do not dictate) the importance.
- ▶ Explain the presentation process.
- ▶ Explain how you will test for understanding.
- ▶ Discuss how attendee will use knowledge.
- ▶ Discuss steps taken to develop information.
- ▶ Discuss management's buy-in.
- ▶ Discuss what you will expect them to know and do. ■



Claims Education magazine

Claims Education Magazine™ is solely owned by:

International Insurance Institute, Inc.
2112 Belle Chasse Hwy. #11-319,
Gretna, LA 70056
(888) 414-8811

Carl Van
Owner, President & CEO
CarlVan@InsuranceInstitute.com

LeiAnn Dunford
Executive Vice President
leiann@insuranceinstitute.com

Dave Vanderpan
Director of Claims Training
DVanderpan@InsuranceInstitute.com

Co-Publishers
Carl Van
President & CEO
CarlVan@InsuranceInstitute.com

Harry Rosenthal
Publisher *Claims Magazine*
HRosenthal@nuco.com

Editorial
Senior Editor
Krystle Grogan
KGrogan@InsuranceInstitute.com

Kevin M. Quinley, CPCU, ARM
KQuinley@medmarc.com

Assistant Editor
Layne Stackhouse
LStackhouse@InsuranceInstitute.com

Art Director
Jason T. Williams

Advertising Sales
Harry Rosenthal
Claims Magazine
Publisher
800-544-0622, ext. 2129
hrosenthal@nuco.com

Bryan Pifer
Claims Magazine
Advertising Sales Manager
800-544-0622, ext. 2308
bpifer@nuco.com

Claims Education Magazine is published quarterly for International Insurance Institute by *Claims Magazine*, a National Underwriter publication, 5081 Olympic Blvd., Erlanger, KY 41018. Neither, International Insurance Institute or The National Underwriter Company (collectively "Publishers"), accept any responsibility for unsolicited matter appearing in the magazine. All statements, including proof of claims are those of the person or organization making the statements for claim. Neither, Publishers, adopts any such statement or claims as their own and no such statements or claims reflect the opinion of either company. Neither, Publishers, shall be responsible for such statements or any damage loss, injury, liability or claims (including attorneys' fees) arising in connection with such statements. Advertiser and advertising agency accept and assume liability for all content (including, representations, illustrations, opinions, and facts) of advertisements printed, and assume all responsibility for any claims made against Publishers arising from or related to such advertisements. In the event of legal action or a claim is made against the Publishers arising from or related to such advertisements, advertiser and advertising agency agree to fully defend, indemnify and hold harmless the Publishers, and to pay any judgment, expenses and legal fees incurred by Publishers as a result of said legal action or claim.

3RD ANNUAL CLAIMS EDUCATION CONFERENCE

MAY 13-16, 2008

San Diego, California

Paradise Point Resort & Spa

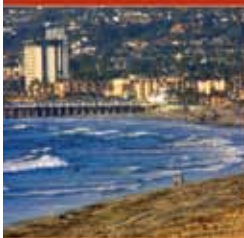
*Save \$100 – only \$695
if you register early!*

Don't delay – visit
www.claimseducationconference.com
or call (952) 928-4642
to reserve your spot today!

Come for the high-level
claims education and
training, and enjoy the blue
skies and towering palm trees
of Southern California, as
well as the many attractions
San Diego has to offer!



Presented by the
International Insurance
Institute, Inc.



MISSION BEACH



PARADISE POINT RESORT



GASLAMP QUARTER



SEAWORLD®



PARADISE POINT RESORT



SAN DIEGO ZOO®

BREAKOUT SESSIONS INCLUDE:

Adjuster Specific Courses

- Awesome Claims Customer Service
- Telephone Techniques for Claims
- Medical Terminology: The Key to Word Building
- Critical Thinking for Claims

Manager Specific Courses

- Awesome Claims Customer Service for Managers
- Surveying Team Strengths and Weaknesses – Team Building Games
- Policy Interpretation Made Easy: So Easy You Can Teach It
- Managing Change

- Tracking Claims Staff Training Needs – III Course Offerings
- Working To Do Lists for Managers – Priorities Vs. Importance
- Effective Team Meetings
- Presentation Tips
- Effective Delegation

XACTIMATE-ENABLED
ASK US!

Life is full of uncertainties

Why take a chance with your policyholders?



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-salvageable 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