

BEN EBLING

2017 CLAIMS EDUCATION CONFERENCE



Ben Ebling, Business Development Manager, Latitude Subrogation Services, dazzled his audience with a very informative and interactive session entitled, Tips for Arbitration: Writing effective contentions and preparing evidence.

BEN AND HIS CAREER

Ben joined Latitude in June 2012. He brings with him a wealth of claims subrogation knowledge and experience acquired during his 25 year insurance industry career with Westfield Group and Nationwide Insurance companies. During that time he served as a Claims Representative, Trainer, Sr. Subrogation Specialist, Regional Subrogation Manager, and Business Project Management Consultant. Ben earned his degree in Business Management and holds the designation of CSRP with NASP, and MCSA with Arbitration Forums. He has supervised various claims business units and the quality department for Latitude. His current area of responsibility is new client development, and fostering long-term client partnerships and affinity business relationships.

BEN'S PERSONAL SIDE

On the personal side, Ben enjoys spending time with his family and doing outdoor activities such as biking, long-

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FEATURE COURSE AT THE 2017 CLAIMS EDUCATION CONFERENCE

LEADERSHIP SKILLS FOR LEADERS



CONCEPT

What are the key concepts to effective leadership? How do we motivate our employees?

Who makes the best performers? People who are analytical, or people who are creative? People who follow the rules, or people who think outside the box? People who like change, or people who don't like change?

What are the keys to a culture change? What is the best way to pick a team to manage change? How do we know when the change has stuck?

What drives employee performance? How do we inspire employees to improve? Is leading by example the best way, or is there one step better? What are the dividing lines between exceptional performers and everyone else?

What are the basics of teaching and coaching staff members? How do we inspire them to improve themselves? What is the best way to teach someone what we know?

How do we truly know which items are a priority, and what is the best way to make sure they get completed? How do we organize our work to deal with multiple priorities?

Based on concepts he developed from his books *The Eight Characteristics of the Awesome Employee* and *Attitude, Ability and the 80/20 Rule*, Carl Van, ITP, answered those questions and many more.

All levels of management benefited from the discussion of what drives employee performance and how to use that information to drive up one's own performance. ■