



## REAL-LIFE TIME MANAGEMENT FOR THE INSURANCE PROFESSIONAL

This is a practical, full-day workshop, which includes real-life scenarios geared specifically toward the insurance professional. Students will use their own issues and barriers in problem solving exercises to focus on results-oriented activities. Customer service is strongly emphasized throughout the day and students leave with practical methods for improving time management skills, which they can put into place right away.

Based on his books *The 8 Characteristics of the Awesome Adjuster*, and *Gaining Cooperation*, Carl Van, ITP demonstrates some real-life skills that can help any insurance professional learn how to get better results and gain a sense of satisfaction at the end of the day.

This full-day workshop, taught to over 125,000 insurance professionals worldwide, is a real-life, claims specific course, designed and taught by the top claims and time management experts in the industry.

Students learn how to:

- Overcome procrastination by breaking up large projects into “bite size” pieces.
- Eliminate work by focusing on those things that get worse

with time and placing them as a priority.

- Reduce phone calls by improving the telephone interaction with the customer to make sure they are listening and can remember what they were told.
- Prioritize effectively by identifying those high impact items that keep them in the “20% time – 80% results” category.
- Plan properly by looking at all of the items at one time and ranking them accordingly.
- Construct a “working” to-do list to help avoid feeling interrupted during the day.
- Manage telephone interruptions by being proactive in planning phone calls and setting aside best times to make outgoing calls.
- Manage incoming correspondence by identifying what needs to be done and only handle things once.
- Manage diary by picking an effective strategy given the work-flow.
- Leave work problems and stress at work by keeping work lists to help plan the next day’s activities ■