

Negotiation Skills for the Claims Professional Training Ownership Option

In-Person on-site workshops presented by your trainers



International Insurance Institute, Inc.SM
PROVIDING SPECIALIZED MULTI-LEVEL SUPPORT TO INSURANCE ENVIRONMENTS
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International Insurance Institute and the Claims Negotiation Experience

No company in the insurance industry has been more focused on improving the level of claims customer service than International Insurance Institute.

Since its inception in April 1998, III has delivered more claims-specific customer service training, to more companies, in more countries, than any claims training company in the world.

The Negotiation Skills for the Claims Professional program has been delivered in-person, on-site to over 105,000 claims professionals worldwide. Only recently has International Insurance Institute been allowing its customer companies to purchase the materials as part of a long-term strategy in greatly improving the negotiation and settlement skills of their claims staff.



This option is intended only for those companies that are looking for long-term improvement in the negotiation skills of its claims staff.

The overall objectives of the Negotiation for the Claims Professional course are to: (1) improve the ability of the claims professional to gain trust and credibility throughout the claims process in order to increase customer satisfaction; (2) develop solid steps to apply during the negotiation process with both attorneys and unrepresented customers; (3) reduce claim and litigation expense by resolving issues early on; (4) pay the right amount on the claim.

Throughout the class, claims professionals are taught claims specific skills to accomplish these goals, and make their jobs easier and more satisfying. They work in teams as they participate in exercises, watch sample videos, and practice role-plays.

Program and Ownership Option

Negotiation Skills for the Claims Professional

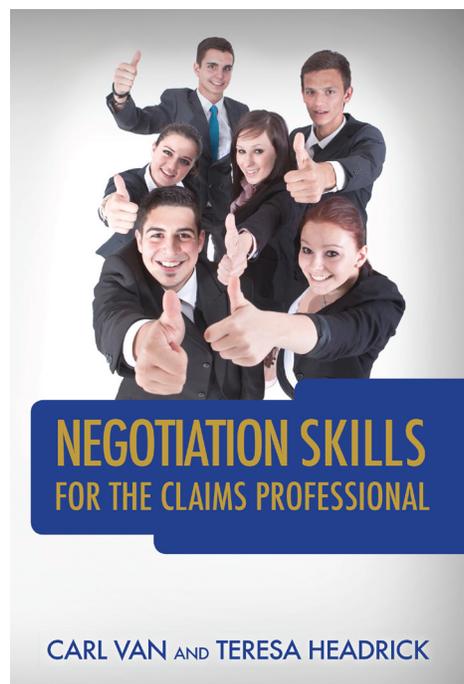
The Negotiation Skills for the Claims Professional program is one of the most popular courses offered by International Insurance Institute. It is designed for in-person group settings, delivered by a knowledgeable and enthusiastic facilitator.



During a week-long train-the-trainer session, we will train as many potential facilitators as your company wishes. Each facilitator will be trained not only on the material, but delivery methods (role-play leadership, activities management, demonstration tips, etc.) that are designed to keep students engaged and focused.

Includes:

- Full copyright ownership of all concepts, materials, skills, exercises, scenarios, techniques, examples and processes previously developed and copy written by International Insurance Institute.
- Complete customization of the training material, incorporating any of your company's terminology, procedures, standards or guidelines your company wishes to include.
- Development of both Instructor's Guide and Participant Workbooks, copy written under your company's name with all ownership rights.
- Week long train-the-trainer workshop for anyone who may be a facilitator or host for the program.
- 2,000 copies of Negotiation Skills for the Claims Professional (List price \$24.95).



Value of owning the Negotiation Skills for the Claims Professional program

Need for consistency

This program offers support for negotiation skills with ongoing, consistent and immediately available learning, without the need to schedule outside training.

Need for “refresher” training

Even though your staff finds the program valuable and directly relatable to their jobs, memory fades. In fact, it has been proven many times that people’s techniques deteriorate faster than their knowledge. Without some sort of refresher training, up to 70% of the information people learn can be lost in the first six months.

Even some managers admit to forgetting quite a bit of information from any training, and this will make it very difficult for them to test for application of these concepts in the future. By having this program available, this will allow your company to provide refresher training at any time.

Need to integrate the concepts and material into other company courses

It only makes sense to utilize the information from the International Insurance Institute classes in other courses that your company may develop. Unfortunately, the copyrights do not allow that, and your company cannot include any of the valuable skills, techniques and concepts in any other training classes it designs, develops or delivers.

International Insurance Institute has in the past issued licensing agreements with insurance carriers for its programs. These were only for five or 10 years, and included very tight restrictions, mainly on not being able to use the information contained in the program in any other training materials or in any other format.

For this program, International Insurance Institute would copyright the entire project under your company name, so that your company completely owns all of the concepts, skills, exercises, scenarios, techniques, examples and processes. This would allow your company to fully use the information in any other courses it develops or owns, eliminating any licensing time limits or usage limits.