

International Insurance Institute

Course Catalog

2027 - 2028



SUCCESS

TEAMWORK

TRAINING

KNOWLEDGE

Workers' Compensation

Elevate Your Expertise

www.InsurancInstitute.com

Meet Carl Van, ITP, the dynamic President & CEO of the International Insurance Institute. With a bachelor's degree in Insurance from California State University, Sacramento, Carl has been a trailblazer in the insurance claims industry since 1980. His journey has seen him excel in roles ranging from Claims Adjuster to various executive positions, demonstrating his unparalleled expertise and leadership.

Carl is renowned for creating five cutting-edge in-house claims training programs for major insurance companies across the U.S. His insights have reached a global audience through articles in prestigious publications like *Claims Magazine*, *Claims Education Magazine*, and *The National Underwriter*, among others. He is also the mastermind behind over 75 technical and soft skill workshops, delivered in the U.S., Canada, Australia, and the U.K.

A sought-after speaker, Carl has graced numerous insurance podcasts, served as a trainer for a high-profile U.S.-Japanese executive program, and been a keynote speaker at top claims conferences in the U.S. and Canada. His role as Dean of the School of Claims Performance and Regional Vice President of the Society of Insurance Trainers and Educators further highlights his dedication to advancing the field.

Carl's acclaimed book, *The 8 Characteristics of the Awesome Adjuster*, has captivated readers worldwide, from the U.S. and Canada to France, Australia, and beyond. His other influential works include *Gaining Cooperation*, *Attitude, Ability and the 80/20 Rule*, *The Claims Cookbook*, *Awesome Claims Customer Service* and *Negotiation Skills for the Claims Professional*.

Explore more about Carl's work and insights at www.Insurancelnstitute.com or connect with him on Facebook at www.facebook.com/CarlVanspeaker and LinkedIn at <https://www.linkedin.com/in/carlvans/>



Carl Van

President & CEO

When Carl is not revolutionizing the insurance industry, he writes lyrics for his band, Carl Van and the Awesome Adjuster Band. He has also produced a PBS and WYES Television documentary, *Love Letters: Samantha Fish Live from New Orleans*.

Awesome Workers' Compensation Customer Service

Join our full-day Awesome Workers' Compensation Customer Service workshop, designed to enhance the customer experience throughout the Workers' Compensation claims process. This interactive training focuses on increasing customer satisfaction and reducing claim costs by sharpening your interpersonal skills and boosting efficiency in Workers' Compensation claims handling.

You'll learn practical techniques to build trust, ease customer anxiety, minimize phone calls, and improve how customers perceive their treatment—ultimately making your job smoother and more fulfilling.

Attendees learn how to:

- Apply the five standards of great customer service companies
- Define excellent customer service and apply into everyday interactions
- Reduce the volume of incoming and outgoing phone calls
- Recognize that customer service is their job
- Reduce customer anxiety and increase customer patience
- Improve the customer's perception of the service they have received
- Gain customer trust
- Build trust with the customer and manage the relationship
- Deliver bad news with empathy and understanding
- Avoid the "Claims Hammer"
- Set, meet and exceed customer expectations
- Have a positive attitude toward the customer
- End the "Question after Question" cycle
- Listen effectively- knowing what the customer really wants
- Make the empathic connection
- Help the angry customer

**This workshop in combination with
Awesome Workers' Compensation Customer Service - The Next Level,
is one of our most sought-after training programs.**

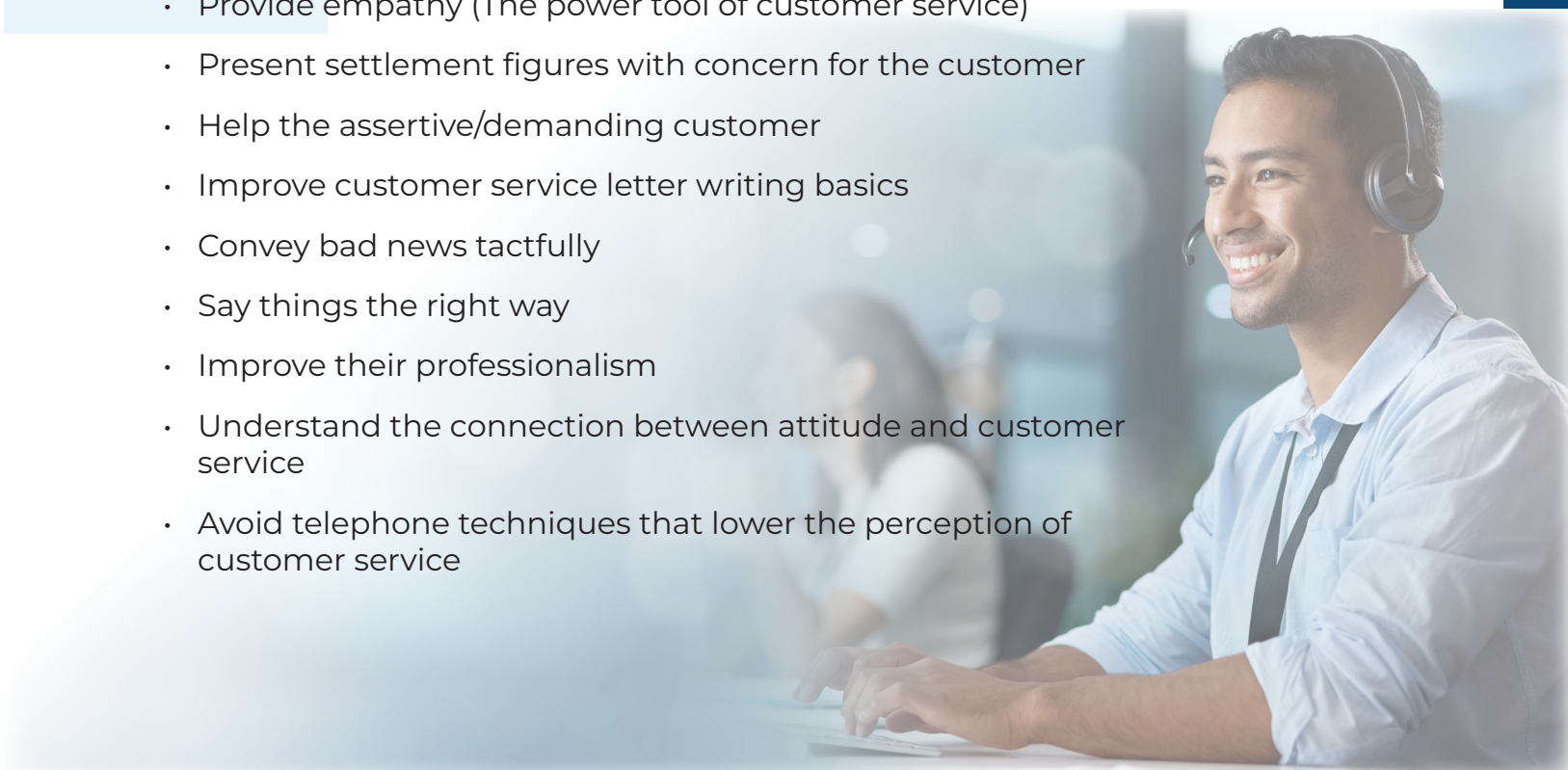
Awesome Workers' Compensation Customer Service - The Next Level

This full-day workshop is a follow-up to the Awesome Workers' Compensation Customer Service course, designed to take your customer service skills to the next level. Building on the foundation from the first workshop, you'll develop advanced techniques to enhance customer interactions and improve overall results.

You'll gain a deeper understanding of how to take ownership of your professional growth and foster initiative. The course also focuses on reading customer reactions, incorporating feedback into claim resolutions, and identifying key trends from surveys to drive continuous improvement.

Attendees learn how to:

- Deal with the stress that can be experienced in claims
- Reduce self-induced stress
- Incorporate the strengths of the best claims people
- Appropriately manage complaint calls exercise
- Maintain customer service during negotiations
- Provide empathy (The power tool of customer service)
- Present settlement figures with concern for the customer
- Help the assertive/demanding customer
- Improve customer service letter writing basics
- Convey bad news tactfully
- Say things the right way
- Improve their professionalism
- Understand the connection between attitude and customer service
- Avoid telephone techniques that lower the perception of customer service



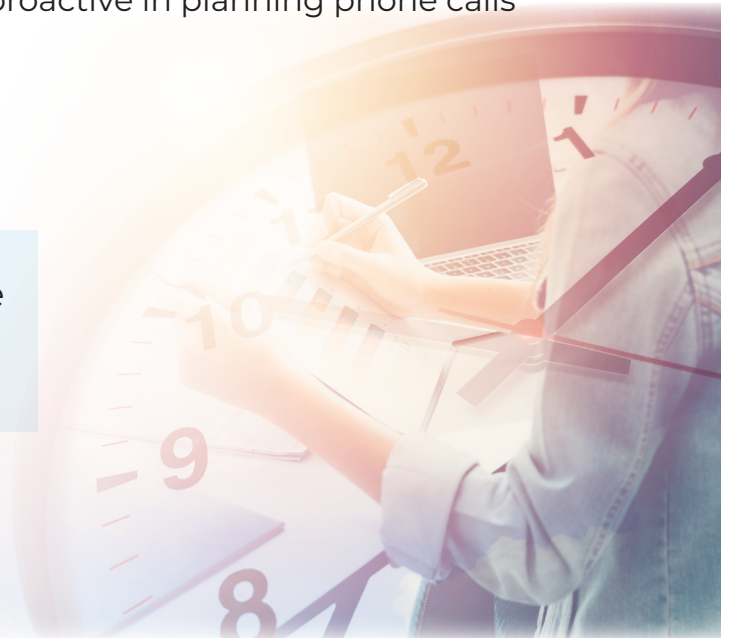
Real-Life Time Management for Workers' Compensation

This full-day, hands-on workshop is designed specifically for Workers' Compensation Professionals, using real-life scenarios and problem-solving exercises to address your unique challenges. You'll focus on practical, results-driven strategies for better time management that you can apply immediately. With customer service woven throughout the day, you'll gain skills that not only streamline your work but also enhance your practical time management skills.

Attendees 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
- 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 incoming correspondence by only handling things once
- Manage diary by picking an effective strategy given the work-flow
- Manage telephone interruptions by being proactive in planning phone calls
- Leave work problems and stress at work

“Time is a valuable resource, and effective time management is key to success.”



Negotiation Skills for the Workers' Compensation Professional

Successful Workers' Compensation claims negotiation requires a strong understanding of the file, empathy, and the interpersonal skills to ensure injured workers feel the settlement is fair.

When negotiating with attorneys, you'll learn to emphasize strengths, downplay weaknesses, and avoid distractions, staying focused on the case's value.

In this full-day workshop, you'll sharpen your negotiation skills through real-life Worker's Compensation claims scenarios, using empathy, listening, and customer service as tools. Skip the theory, this course is all about hands-on role-plays and exercises tailored to the insurance claims industry,

Attendees learn:

- Great Workers' Compensation negotiators vs. everyone else
- The three critical factors in WC claims negotiations
- The five claims negotiations maxims
- The five-step claims negotiation process
- How to present settlement figures the correct way
- The fastest way to gain trust
- How to avoid the "claims hammer"
 - How to say things the correct way
 - Words and phrases you should never use in claims
- How to be persuasive
 - Getting the other person to listen to you
 - Getting the other person to consider your point of view
 - Staying in "your conversation"
- Negotiating with an attorney
 - Developing strengths and presenting them well
 - Minimizing weaknesses
 - Effective counter arguments



Dealing With Difficult Workers' Compensation Customers

The Dealing with Difficult Customers workshop is designed for claims professionals looking to enhance their customer service skills.

Mastering difficult interactions is essential for effective customer service, and this course equips you with the tools to navigate challenging situations confidently.

You'll learn about the psychology behind upset customer behavior, discover strategies for successful encounters, and explore actions to take after the interaction has ended. This workshop also provides guidance on maintaining a positive attitude and approach in every situation. Join us to build your confidence and skills in managing challenging customer interactions.

Attendees learn how to:

- Prevent customer upset from the start
- Identify triggers that lead to frustration
- Avoid "trigger words" that escalate situations
- Calm upset customers
- Extract valuable information from difficult conversations
- Diffuse defensiveness
- Follow up effectively
- Understand customer demands and complaints
- Respond to snide comments
- Manage assertive or demanding customers
- Handle angry customers
- Engage talkative customers
- Address unreasonable requests
- Build customer cooperation and trust



Teaching and Coaching for Workers' Compensation Managers

This full-day course is designed for Workers' Compensation supervisors and managers to improve the effectiveness of their training. It covers how employees learn best, measuring results, identifying training needs, and what to do before and after training. Leadership and motivational techniques are also included to inspire employees to grow.

Many Workers' Compensation supervisors are promoted for their technical skills, but often lack the tools to train others effectively. This course equips claims management at all levels with essential coaching and teaching skills.

This course helps leaders enhance their ability to train, coach, and inspire their teams.

Topics Include:

- Management's role in employee development
- Adult learning basics
- Identifying development needs
- Setting training objectives
- Effective coaching techniques
- Monitoring comprehension and follow-up
- Keys to effective training and common training pitfalls
- Inspiring self-improvement
- Critical tools for individual development
- Training essentials for managers



Management Skills for Workers' Compensation Managers

This engaging two-day course, designed for all levels of management, delves into the key drivers of employee performance and provides actionable strategies to elevate personal and team results.

Topics include:

- What drives performance and inspires improvement
- Effective leadership principles and motivating employees
- Identifying exceptional performers and motivating employees
- Creating and sustaining culture change
- Building and leading high-performing teams
- Setting priorities and managing multiple tasks effectively

Based on insights from Carl Van's books, *The Eight Characteristics of the Awesome Employee* and *Attitude, Ability, and the 80/20 Rule*, this course provides practical answers to leadership challenges and equips attendees with tools to inspire success.

Day 1

8:30 am - 12:00 pm

Leadership Quiz

Free book challenge

Who makes the best performers?

Attitude, Ability and the 80/20 Rule

95% of performance problems causes

Driving up employee performance

Day 2

8:30 am - 12:00 pm

Change management concepts and tips

Making sure change sticks

Understanding the basics of adult learning

The only information source you can trust is...

Leading by example - good enough?

Being a beacon

1:00 pm - 4:30 pm

Critical elements to effective coaching

How to tell if you have a training issue

Management's role in training

Determining training objectives

Role contrast: Trainers vs. Managers

1:00 pm - 4:30 pm

Inspiring improvement

Common barriers to getting things done

Planning and to-do lists

Effective prioritization

Managing employee interruptions

Leadership Concepts for Workers' Compensation Leaders

This Workers' Compensation leadership course consists of six full-day workshops, spaced two to four months apart, covering a well-rounded range of leadership topics. Each workshop is highly interactive, with participants working in teams to explore concepts, practice skills, and solve real-world case studies. Teams are reshuffled for every session to encourage collaboration.

To keep the material fresh and promote skill application between sessions, participants will:

- Complete a short quiz on workshop quiz
- Review and respond to a case study
- Attend a 1 hour webinar with an III Facilitator
- Read a summary of key concepts and past questions
- Prepare questions for the next session
- Share successes and challenges in applying skills via a brief to be reviewed by the facilitator
- (Optional) Explore recommended books or articles

This program ensures consistent engagement and practical learning for sustained leadership growth. These activities can be customized to fit your needs: expanded, reduced, or removed entirely upon request. All supplemental activities are included in the workshop pricing provided by International Insurance Institute.

Leadership is not being in charge, it's about taking care of those in your charge.

Individual Workshop Subjects

Leadership
Personal Effectiveness
Teaching and Coaching

Time Management
Motivation and Change
Employee Development

For a complete outline and specialty pricing for this course, please download our 12 page brochure at www.InsuranceInstitute.com/downloads.

Time Management for Workers' Compensation Supervisors and Managers

This full-day workshop, tailored for Workers' Compensation claims Supervisors and managers, focuses on practical time management strategies to balance the dual demands of technical expertise and leadership.

Participants engage in real-life scenarios, group discussions, role-plays, team exercises, and self-evaluations to address time management challenges unique to their roles. By the end of the day, attendees will leave with actionable techniques they can implement immediately, as well as longer-term strategies for sustained improvement.

**Time management is the key to effective leadership.
Prioritizing what matters most ensures progress, not just activity.**

Topics Include:

- Train staff to minimize direct phone and complaint calls
- Guide staff in exceeding customer expectations
- Foster a proactive mind-set and overcome procrastination
- Master prioritization and set realistic task time lines
- Identify and address barriers to productivity
- Optimize work environments for efficiency
- Inspire self-improvement within the team
- Set and achieve goals through effective planning
- Manage employee interruptions and delegate tasks effectively



TIME MANAGEMENT

Virtual Training

In response to popular demand, we've launched a webinar-based training program to meet your team's needs. Nearly any in-person workshop from our catalog can now be delivered as a customized, condensed webinar tailored specifically for your company.

Each private session can also be recorded for your company's LMS (Learning Management System), allowing future access and flexibility. Popular webinar topics include Negotiation Skills for the Claims Professional, Awesome Claims Customer Service, Real-Life Time Management, Business Writing for Claims, and Dealing with Difficult Customers. Elevate your team's skills—virtually!



To view samples, scan the QR code or go to
<https://vimeo.com/showcase/7299922>

Guest Speaking

International Insurance Institute offers dynamic guest speaking for events ranging from local claims associations to national conferences and company retreats. Whether it's a breakout session or a keynote speech, our presentations are engaging, practical, and tailored to your audience and objectives.

Let us help make your event unforgettable!

Claims Soft-Skill

- Critical Thinking
- Customer Service
- Time Management
- Negotiation Skills
- Interpersonal Skills
- Professionalism Tips

Claims Management

- Leadership
- Motivation
- Managing Change
- Interviewing Skills
- Teaching and Coaching
- Employee Development



2027 - 2028 Price List

TRAINING	NON-MEMBER PER STUDENT	MEMBER PER STUDENT
1/2 Day Classes	\$565	\$470
Full Day Classes	\$795	\$670

The above prices are based on workshops with a minimum of 15 students and a maximum of 35 students.
Please inquire for additional discounts for workshops of 36 students or more.

VIRTUAL TRAINING	NON-MEMBER PER PERSON	MEMBER PER PERSON
1/2 Day Webinars	\$565	\$470
Full Day Webinars	\$795	\$670

GUEST SPEAKING

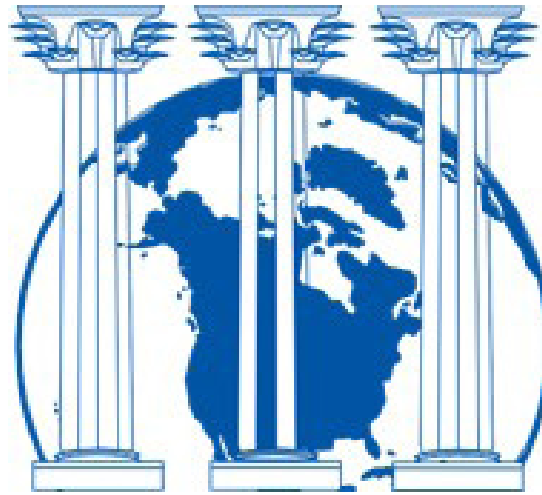
\$6,500 for the first 2 hours and \$2,000 for each additional hour, plus travel expenses.

OTHER SERVICES	NON-MEMBER PER HOUR	MEMBER PER HOUR
Consulting	\$750	\$550
Form Letter Rewrite	\$750	\$550
Phone Monitoring	\$750	\$550

All prices above for training and other services do not include expenses incurred if travel by III is required. Expenses paid in advance of service by III are subject to a 15% advance fee (10% Member) and are added to the total service charged.
No advance fee is applied if a deposit is paid.

For locations in the United States and Canada, the instructors travel coach class.
For overseas international, instructors travel business class.

International Insurance Institute



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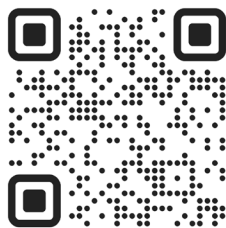
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