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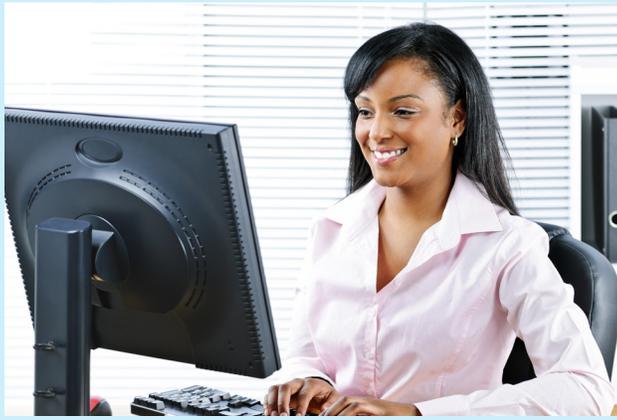
Claims Leadership Skills Webinars

Claims Leadership Skills Webinar Registration



Welcome to the ClaimFox Claims Leadership Skills webinar registration.

Each 90-minute section is a separate webinar; therefore, it is important that you register for both webinars if you would like to attend both subjects.



Once you are registered, you will be sent a reminder e-mail on the Friday prior to the session and on the morning of the session.

- During the broadcast, you will be able to type in questions that Carl will read, and answer live. These webinars are for claims managers and executives and will be specific to the issues we face. Each webinar training session is approximately 90 minutes.

Presenter: Carl Van, ITP – See bio attached.



For questions about the webinar content, please feel free to contact Carl directly at CarlVan@InsuranceInstitute.com or 504-393-4570.

For all other questions, please contact Fig Annunziato at 631-995-2374 or fig.annunziato@claimfox.com.

Claims Leadership Skills Webinar Registration



Webinar Schedule

Claims Customer Service for Claims Supervisors and Managers
October 26, 2020
9:30am – 11:00pm CDT

https://globalmeetwebinar.webcasts.com/starthere.jsp?ei=1371971&tp_key=2fe94a96d1



In this session, you will learn how to teach your claims people how to:

- Define excellent customer service and apply into everyday interactions
- Reduce the volume of incoming and outgoing phone calls
- Recognize that customer service their job
- Improve the customer's perception of the service they have received
- Set, meet and exceed customer expectations
- Have a positive attitude toward the customer

Driving Up Employee Performance for Claims Managers and Executives
December 10, 2020
9:30am – 11:00am CDT

https://globalmeetwebinar.webcasts.com/starthere.jsp?ei=1371968&tp_key=ca62956408



Topics for this session are:

- Identify development needs (is it a training issue?)
- Inspire employees to improve themselves
- Three critical tools to individual development
- Training absolutes for managers



Carl Van, ITP, President & CEO of International Insurance Institute, Inc., graduated from California State University, Sacramento where he received his bachelor's degree in **Insurance**. He has been in the insurance claims industry since 1980 and has held the positions of Claims Adjuster, Claims Supervisor, Claims Manager, Division Claims Manager and Regional Manager over Claims, Loss Control and Premium Audit.

Mr. Van has set up 5 in-house claims training programs for various insurance companies throughout the United States, and has written articles for Claims magazine, Claims Education Magazine, Claims Advisor, Claims People magazine, The Subrogator, The National Underwriter, California Insurance Journal and over 100 other national magazines. He is the author of over 75 technical and soft skill workshops being taught throughout the U.S., Canada and the U.K.

He has been a keynote speaker at claims conferences around the country, a trainer at an international U.S-Japanese executive training program, a guest speaker at hundreds of claims association seminars, and selected as the opening presenter at some of the most prestigious claims conferences in the United States and Canada.

Mr. Van is the Dean of the School of Claims Performance, and has served as both board member and Regional Vice President of the Society of Insurance Trainers and Educators. He is owner and publisher of Claims Education Magazine, and board president of the Claims Education Conference.

He is creator, presenter and producer of all claims training videos at Claims Education On Line, which include Time Management, Customer Service, Negotiations and Critical Thinking, all specific to claims professionals.

Mr. Van is owner and publisher of Claims Professional Books On Line, and is the author of the highly acclaimed book *The 8 Characteristics of the Awesome Adjuster*, which has sold internationally throughout the United States, Canada, Guam, Singapore, France, Australia, England, Chile, Ireland, and 25 other countries. Other books by Carl Van include *Gaining Cooperation*, *Gaining Cooperation for the Workers' Comp. Professional*, *The Claims Cookbook*, *Attitude, Ability and the 80/20 Rule*, *The Eight Characteristics of the Awesome Employee* and *Negotiations Skills for the Claims Professional*.

He writes all materials for his Carl Van Claims Expert blog, and provides claims tips on his Carl Van Professional Speaker You Tube channel. Just for fun he writes all lyrics to the songs performed by Carl Van and the Awesome Adjuster Band.