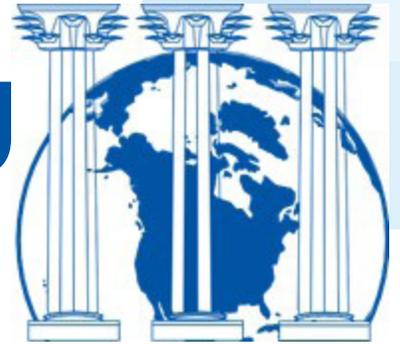


International Insurance Institute

Course Catalog

2025 - 2026



SUCCESS

TEAMWORK

TRAINING

KNOWLEDGE

**Empowering Excellence:
Elevate Your Team With Expert Training**

Elevate Your Expertise

www.InsuranceInstitute.com



Training

At International Insurance Institute, we recognize that while educational classes enhance knowledge, true transformation comes from effective training. Simply acquiring knowledge without altering behavior yields minimal results.

That's why every training course at International Insurance Institute is designed to give students the opportunity to practice and apply their newfound skills. We incorporate real-life problem-solving exercises, scenarios, role-plays, and other interactive methods to ensure students experience the tangible outcomes of their learning.

Our ultimate goal is to drive results. In every session, we take on the role of coaches, fully invested in our students' success. We are dedicated to delivering training that not only informs but transforms, as we genuinely care about how well our students perform.

All of our instructors are seasoned managers who understand the significance of the investment made when claims professionals attend our training programs. We are committed to producing impactful results through our training initiatives.



**Invest in your
skills, invest in your
future.**

What Sets Our Training Apart

We believe in bringing the training to you! With a group of fifteen students or more, our expert instructors will come to your location, anywhere in the world, to deliver on-site training.

Our instructors are not just educators; they are experienced claims managers and certified professionals who specialize in real-world claims applications. Experience the difference of practical, hands-on training tailored to your team's needs!

Every workshop in this catalog can be tailored to meet the unique needs of your department, whether it's Underwriting, Operations, Agency, Legal, Subrogation, or any other area. Let us customize our training to align perfectly with your team's objectives!

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.InsuranceInstitute.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*.

**Continuous
learning leads
to continuous
success.**



Teresa Headrick, ITP

Director of Course Development

With a remarkable career in the insurance industry dating back to 1997, Teresa Headrick is a seasoned expert in management and learning development. As the Director of Course Development at the International Insurance Institute, Inc., she leads a talented team of training consultants, quality assurance specialists, and business development managers, driving innovation in insurance education.

Teresa is a respected voice in the field, having served on various strategic leadership councils where she collaborates with fellow training leaders to address the evolving needs of the insurance sector. Her professional credentials include the ITP (Insurance Training Professional) designation from the Society of Insurance Trainers and Educators (SITE) and the Certified Professional in Learning and Performance (CPLP) designation from the American Society for Training & Development (ASTD), focusing on the Human Performance Improvement.

Her leadership experience extends to several board positions, including President of SITE and three consecutive terms as President of her regional ASTD chapter. An engaging speaker, Teresa has presented at numerous insurance association meetings and had been a featured instructor and course designer at the annual Claims Education Conference.

Specializing in the identification and application of natural talents, Teresa utilizes StrengthsFinder 2.0 - Discover Your Clifton Strengths to empower organizations of all sizes. She is recognized as a leading industry expert in harnessing strengths to enhance individual and team performance. Her deep commitment to the insurance industry and her extensive knowledge make her an invaluable resource in leadership and employee development.



Teresa Headrick, ITP

Director of Course Development

In addition to her corporate management experience and leadership roles, Teresa is a licensed insurance broker and co-author of *Negotiation Skills for the Claims Professional*

Dave Vanderpan **Director of Claims Training**

Dave Vanderpan brings over three decades of expertise in the insurance claims industry, holding positions from Claims Adjuster to Regional Claims Manager. A graduate of the University of California at Davis, he earned dual Bachelor's degrees in International Relations and Economics, setting a strong foundation for his career.

As the Director of Claims Training at the International Insurance Institute, Dave has dedicated more than 25 years to training claims professionals. He has conducted over 500 classes across more than 40 states and has been sought-after speaker at Conferences in Canada and England.



Dave Vanderpan
Director of Claims Training

Notably, Dave played a pivotal role in developing the popular Awesome Claims Customer Service course, which was highlighted in Claims Magazine. He is also the author of numerous workshops that were a highlight of the Claims Education Conference, including the highly regarded Litigation Management and the fun packed Team Building Games for Claims.

Recognized for his exceptional insights, Dave has been featured in various articles about claims performance and in Claims Education Magazine. He co-presents the Negotiation Skills for Claims Professionals online training course.

A member of the Society of the Insurance Trainers and Educators and the National Association of Independent Adjusters, Dave possesses extensive knowledge in coverage and defense litigation across nearly all states. His blend of experience and passion for training makes him a key figure in advancing claims education.

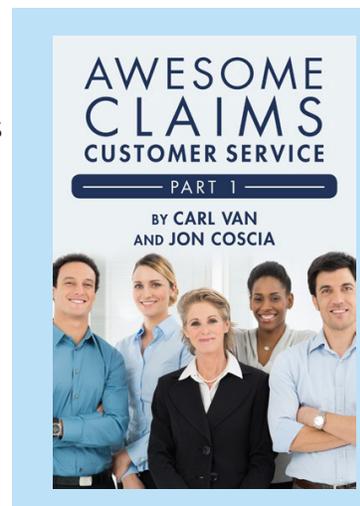
Awesome Claims Customer Service

Join our full-day Awesome Claims Customer Service workshop, designed to enhance the customer experience throughout the claims process. This interactive training focuses on increasing customer satisfaction and reducing claim costs by sharpening your interpersonal skills and boosting efficiency in 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 Claims Customer Service - The Next Level*, is one of our most sought-after training programs.

Awesome Claims Customer Service The Next Level

This full-day workshop is a follow-up to the Awesome Claims 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 Claims

This full-day, hands-on workshop is designed specifically for claims 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 Claims Professional

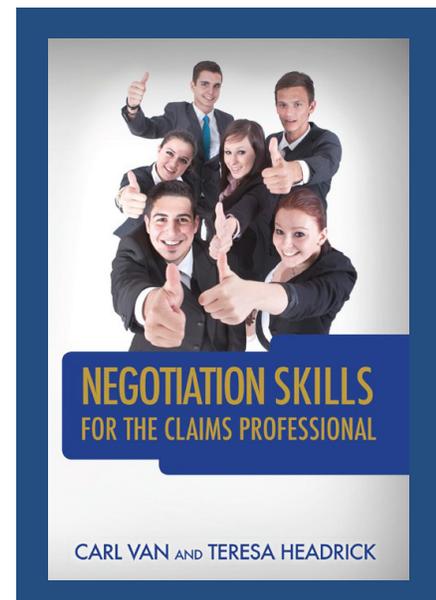
Successful claims negotiation requires a strong understanding of the file, empathy, and the interpersonal skills to ensure customers feel the settlement is fair.

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 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 how to:

- Great claims negotiators vs. everyone else
- The three critical factors in 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



StrengthsFinder 2.0

This full-day workshop introduces your organization to *StrengthsFinder 2.0 - Discover Your CliftonStrengths*, helping senior leadership, management, and staff begin their “strengths journey.” Participants will uncover their natural talents and learn how to foster a positive, engaged, and productive workplace.

Before the class, attendees complete an online assessment and receive a personalized Strengths Discovery and Action-Planning Guide with customized insights. During the workshop, team exercises explore the collective strengths of the group, highlighting the diversity of talents and reinforcing the value of a strengths-focused culture. Activities are designed to inspire collaboration, positivity, and improved team dynamics.

Attendees learn how to:

- Recognize the concise behaviors that link directly to their strengths learned from the Gallup online assessment
- Identify how those behaviors manifest every day, at work and at home
- Manage their time by moving quickly beyond their barrier behaviors to a more productive process
- Build mutual respect by understanding the strengths of individuals in their organization and how to work best together
- Use that respect to work better with individuals with opposing strengths
- Develop their strengths to better themselves and their organization
- Become part of a diverse yet well-functioning team with consistent goals



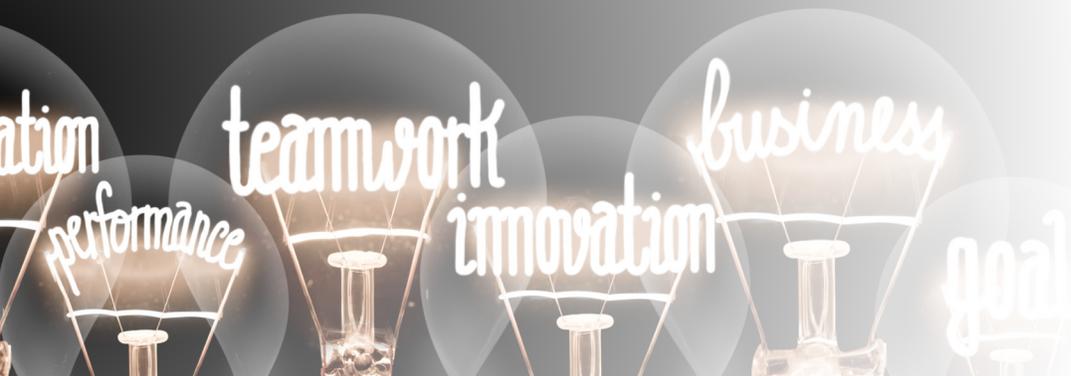
Critical Thinking for Claims

This dynamic full-day workshop dives into the power of critical thinking and shows claims professionals how to apply it effectively in decision-making. Participants will learn how to make sound decisions through careful review, tackle problems to uncover the best solutions, stay focused on key issues, and apply critical thinking to investigations.

The session explores real-world applications, such as coverage analysis, reporting, and creating effective claims-handling strategies. It's not about always being right, it's about challenging assumptions, analyzing information, avoiding common pitfalls, and making the best possible decisions. This workshop equips you with the tools to think smarter and make more confident claims decisions.

Attendees learn how to:

- Think things through, test assumptions, and make the best decisions possible
- Apply critical thinking skills to review the facts of a claim and develop a tailored approach toward a thorough liability, coverage, and damages investigation
- Avoid the pitfalls of non-critical thinking
- Identify possible deception during the investigation (including taking recorded statements) which may require more investigation and follow-up
- Modify the existing claim investigation plan based on pertinent facts by applying critical thinking skills toward the new information developed during the investigation
- Logically and accurately reconstruct all aspects of the loss through a careful analysis
- Recognize and evaluate statements, conclusions, and arguments



Dealing With Difficult 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



Negligence and Legal Liability

This full-day workshop covers the fundamentals of legal liability and enhances the claims professional's ability to apply facts to develop liability theories.

You'll learn key liability concepts—such as clear, probable, questionable, strict, and vicarious liability—and how to distinguish liability from coverage. Through case scenarios and team exercises, you'll sharpen your investigative and critical thinking skills while analyzing negligence factors to build legal liability theories.

Key Topics Include:

- Legal liability - by contract; by statute; by tort
- Torts – committing a civil wrong
- The five elements of negligence
- Negligence application
 - Pure comparative
 - Contributory
 - Modified contributory
- Defenses to legal liability
 - Last clear chance doctrine
 - Emergency defense
 - Act of God
 - Unavoidable accident
- Separating liability from coverage



Note: A half-day option is available without case scenarios.

The 8 Characteristics of The Awesome Adjuster

This full-day workshop is based on the bestselling book *The 8 Characteristics of the Awesome Adjuster*, which has sold over 250,000 copies worldwide.

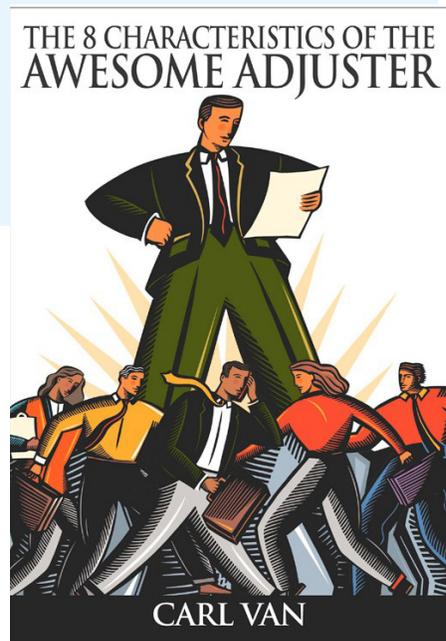
Despite their diverse backgrounds, top performers share key traits that make them exceptional in claims handling. This workshop explores the common characteristics, skills, and attitudes that set these individuals apart.

Participants will learn core concepts, engage in team scenarios, and take part in interactive role-plays designed to boost customer service, reduce workload, and increase job satisfaction.

This hands-on session will leave you with practical tools to excel in your role as a claims professional and equips you with the knowledge and insights to navigate and thrive in the claims industry.

Key topics Include

- Desire for Excellence
- Time Management
- Customer Service & Empathy
- Continuing Education
- Attitude
- Initiative
- Teamwork
- Interpersonal Skills



**THE GREATEST ADJUSTERS ARE NOT AFRAID OF FAILURE;
THEY ARE AFRAID OF MEDIOCRITY.**

Note: Each topic requires two hours. Please choose any four topics to be covered in class. For all eight topics, two full days are required.

Effective Recorded Statements

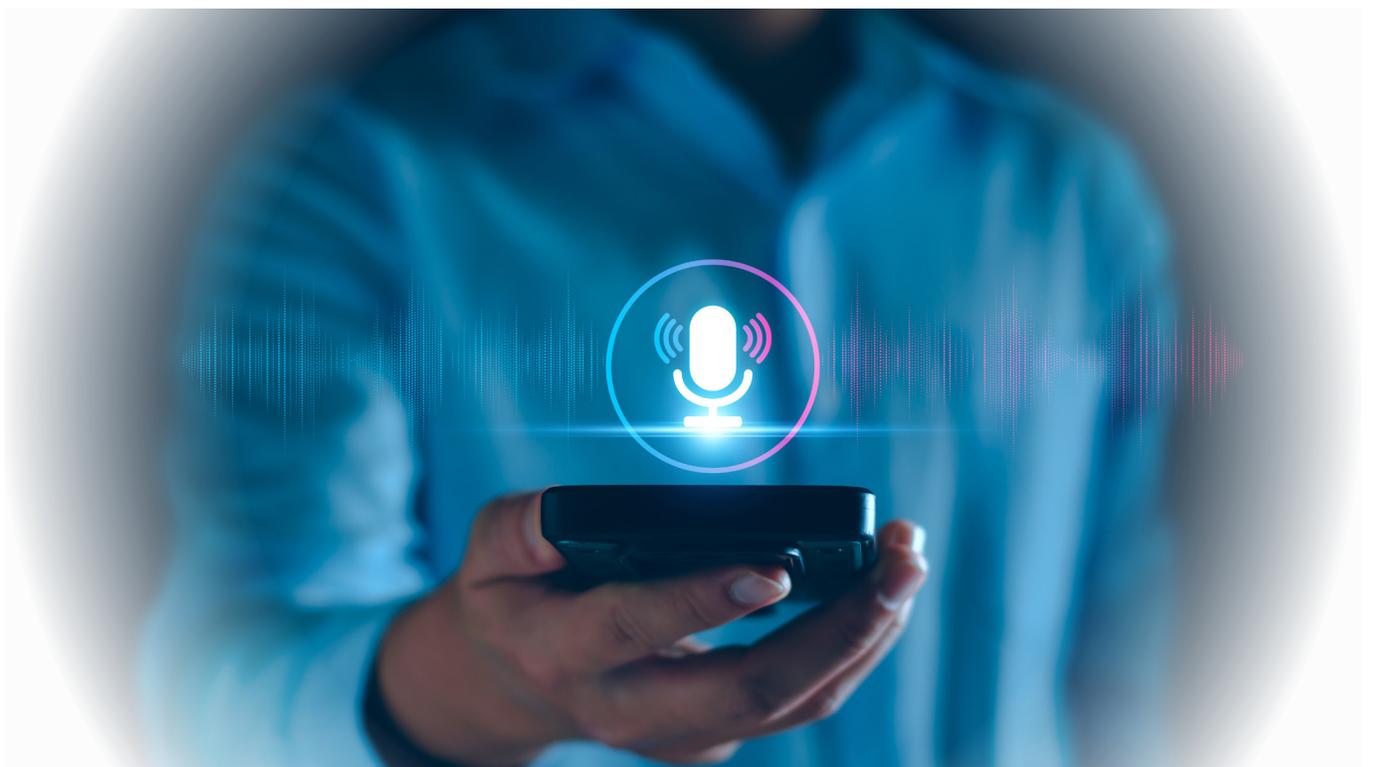
This full-day workshop is designed to boost the effectiveness of recorded statements taken by claims professionals, with a focus on applying negligence and legal liability concepts.

Through practice scenarios and role-plays, participants will sharpen their skills in one of the most crucial aspects of evidence preservation. The course emphasizes outlining, fact-finding, and improving overall statement-taking strategies.

Attendees will learn to:

- Apply negligence elements to assess legal liability
- Spot defense strategies and assess shared liability
- Improve listening, analysis, and follow-up questioning
- Detect deception and avoid “Opposite Blindness”
- Gain cooperation when requesting statements
- Recognize subrogation opportunities and gather key details

Note: A half-day version of this course is available without the discussion of negligence and legal liability. It focuses only on the improvement of the recorded statement itself.



Understanding Claims for Non-Claims People

This immersive full-day workshop is designed to give non-claims professionals a deeper understanding of the claims department's role and functions.

Participants will explore the objectives, duties, and responsibilities of claims professionals, as well as key knowledge required for success. A dedicated portion of the day is reserved for Q&A on claims operations and procedures.

The goal is to enhance awareness and understanding of how a claims department operates, equipping non-claims staff with valuable insights.

Topics Include:

- Major departments and functions of insurance companies
- How insurance contracts work and how adjusters analyze coverage
- How adjusters determine liability and the major obligations of claims departments
- The life cycle of a claim and essential claims terminology
- Basic claims roles
- Standards for selecting vendors and why vendors are removed from approved lists
- Becoming an Indispensable Resource
- Tips on understanding key “always” and “never” practices
- How to build positive relationships within a claims organization

Note: A half-day version of this workshop is available and can be tailored to exclude topics that may not align with your specific needs.

Listening and Empathy Skills

This half-day workshop is designed to boost communication skills by enhancing listening and empathy. Listening and empathizing are crucial to solving 70% of customers issues.

Through interactive exercises, role-plays, and real-life scenarios, participants will strengthen their listening abilities, leading to higher customer satisfaction and less effort in problem resolution.

You'll learn how to absorb more information, improve memory retention, and "hear between the lines" to become a more effective communicator.

The feedback I've received from everyone has been positive. Your presentation was engaging and very informative, and the session was such a valuable use of our time. I know I've already been finding ways to practice the skills and tools you provided, and I'm confident that our adjusters and supervisors are doing the same.



Melissa S., Shelter Insurance

Social Styles Inventory

This half-day workshop explores the observable behaviors of customers and co-workers, known as "Social Styles," and how these styles impact team and organizational success. This workshop provides practical tools to enhance communication, teamwork, and relationships for greater success.

By the end of the class, participants will be able to:

- Define "Social Styles" and understand their role in job success
- Identify key behaviors crucial to success
- Recognize the meaning of style differences and layers of personality
- Complete and interpret "Behavioral Inventory" assessment to identify personal social styles
- Understand the deep traits of each style and apply this knowledge to improve teamwork, customer interactions, and overall business outcomes

Business Writing Skills

This half-day workshop helps claims professionals improve their ability to write clear, concise business letters, memos, file notes, and reports. You'll learn the "do's and don'ts" of persuasive communication and how to craft well-organized, effective messages.

The course emphasizes the importance of strong writing in claims handling, as it often serves a key tool in the process. You'll also explore how claims is a customer service business with letters, reflecting courtesy and care - turning phrases like "This concludes this matter", into "It has been a pleasure assisting you."

The goal is to enhance your professionalism and persuasiveness in all written communications.



Proper File Documentation

This half-day course is designed to enhance claims file documentation, a critical element in delivering quality service. Accurate and timely file documentation plays a key role in shaping the outcome of a claim, far beyond just having notes in the file - it ensures the claim is accurately reflected.

Good documentation can also help resolve misunderstandings between the customer and adjuster.

Topics Include:

- How file documentation reflects on the company
- The Importance of clear, concise, and unambiguous records
- Common claims standards for documentation
- The nine most common documentation errors
- Final tips for improving file documentation

Teaching and Coaching for Managers

This full-day course is designed for 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 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 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
 Management employee interruptions

Leadership Concepts for Leaders

This 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 Claims Supervisors and Managers

This full-day workshop, tailored for 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



Interviewing and Hiring Excellent Claims Professionals



This half-day workshop is designed to help claims managers develop effective interviewing techniques to identify the key traits of successful claims professionals.

Participants will engage in interactive lectures, discussions, role-plays, and team exercises to refine their hiring strategies. They'll learn how to identify desirable traits in candidates, develop methods to test for these qualities, and

eliminate ineffective interview practices. The course also focuses on maintaining control of interviews, avoiding misleading responses, efficiently ruling out high-risk hires, managing time effectively, and confidently handling salary discussions.

Attendees will leave with actionable tools to make smarter hiring decisions and build stronger teams.

Managing Change

This half-day workshop equips supervisors and managers with the skills to become motivating leaders during times of change. Participants will learn how to navigate management, procedural, and workload changes while fostering a motivated and resilient workforce. The course covers understanding the “workplace grief” reaction to change, recognizing patterns in the adjustment process, and managing the stress of working with anxious employees. Attendees will leave with practical tools to support their teams and maintain productivity through any transition.

As usual you did a fantastic job! The feedback from everyone was overwhelmingly positive.

Ben E., Latitude Subrogation Services

Motivating Your Claims Team: One Size Fits One

This half-day workshop is all about unlocking the secrets to motivating claims employees with the powerful “One Size Fits One” approach. The key? Truly understanding what drives each individual to perform at their best—because motivation isn’t one-size-fits-all. Through thought-provoking discussions, participants will discover how to ask the right questions, listen deeply, and tap into what genuinely inspires their team members.

You’ll also explore how to build a dynamic and motivating work environment by understanding the unique perspectives and needs of different generations in today’s workforce.

Leave equipped to spark greater enthusiasm, energy, and results!

Motivation in the workplace starts with creating an environment where people feel valued, inspired, and empowered to do their best.

Beating Anxiety and Dealing with Anger

This engaging class is designed to empower claims professionals with practical tips for handling challenging customer interactions while easing their own anxiety. Participants will learn strategies to defuse anger, meet and exceed customer expectations, and foster cooperation throughout the claims process.

Key takeaways include managing difficult conversations, handling snide remarks with confidence, avoiding common communication pitfalls, and maintaining professionalism without taking things personally. By mastering these techniques, attendees will reduce stress and build stronger, more positive relationships with customers.

Additional Courses offered by International Insurance Institute

In addition to the courses in this catalog, other workshops are available. For more details, contact Carl Van at 504-393-4570 or CarlVan@InsuranceInstitute.com for an outline.

Soft Skill:

- Conflict Resolution for the Claims Professional
- Managing the Telephone
- Interpersonal Skills
- Professionalism Tips for Claims
- The Maxims of Customer Retention in Claims
- Agents as Our Partners
- Making Initial Contact - Improving the First Impression
- Customer Service for the FNOL Representative
- What You Say Matters

Technical:

- Reservation of Rights Letters
- Auto Policy Coverage Interpretation
- Consistency in Workers' Compensation Evaluations

Management:

- Keys to Effective Presentations
- The New Claims Supervisor
- Teaching Your Adjusters the 8 Characteristics
- Team Building Games
- Effective Delegation

All the courses listed, along with every workshop in this catalog, can be tailored to suit specific departments such as Underwriting, Operations, Agency, Legal, Subrogation, or any other area.



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



2025 - 2026 Price List

TRAINING	NON-MEMBER PER STUDENT	MEMBER PER STUDENT
1/2 Day Classes	\$465	\$370
Full Day Classes	\$695	\$570

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 HOUR / PER PERSON	MEMBER PER HOUR / PER PERSON
Webinars	\$125	\$100
Full Day Classes	\$695	\$570

GUEST SPEAKING

\$5,750 for the first 2 hours and \$1,500 for each additional hour, plus travel expenses.

OTHER SERVICES	NON-MEMBER PER HOUR	MEMBER PER HOUR
Consulting	\$600	\$480
Full Day Classes	\$600	\$480

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.

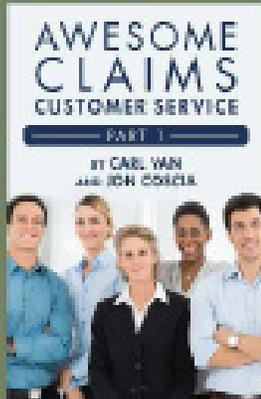
For overseas international, instructors travel business class.

CLAIMS PROFESSIONAL BOOKS

www.ClaimsProfessionalBooks.com

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International Insurance Institute offers a variety of publications that are sure to be an invaluable addition to any claims professional's tool box.

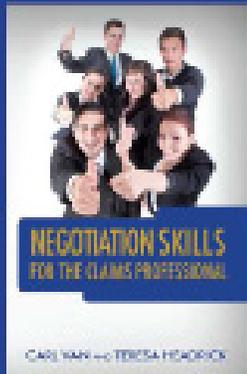


AWESOME CLAIMS CUSTOMER SERVICE PART 1

This book provides tips, strategies and recommendations for claims professionals to both improve the customer experience while making their jobs easier.

In claims, our customers have had something bad happen to them. They didn't want it, they didn't ask for it, and they don't like it. Sometimes we have to deal with our customers a little bit differently. If after reading this book you can get customers to listen to you better, remember more of what you said, be more patient, be much more reasonable, stop calling as much, trust you more, cooperate much more, and understand you better, would that be a few hours well spent? We think so because that's the outline for *Awesome Claims Customer Service – Part 1*. By reading this book, you will greatly improve customer service, increase retention and make your job much, much easier in the process. So, let's get started!

Written by Carl Van and Jon Coscia.
(Paperback \$24.95; Kindle \$9.99)

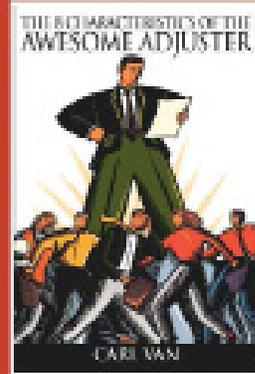


NEGOTIATION SKILLS FOR THE CLAIMS PROFESSIONAL

This is a straight forward, real-life approach to negotiations from the perspective of the claims professional. Short on complicated theory and heavy on real-life situations, this book highlights

many simple yet powerful approaches to negotiating with customers and even attorneys.

Written by Carl Van and Teresa Headrick.
(Paperback \$24.95; Kindle \$9.99)

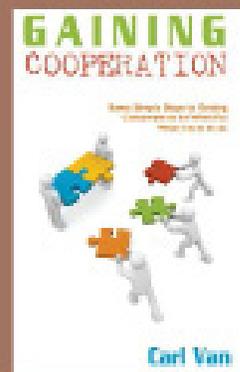


THE 8 CHARACTERISTICS OF THE AWESOME ADJUSTER

The #1 Selling Claims Book for the past 6 years, selling internationally throughout the United States, Canada, Guam, Singapore, France, Australia, England, Chile, Ireland, and 15 other countries.

Outlines the 8 Characteristics that make truly great claims people, and offers some practical advice on how to improve oneself.

Written by Carl Van.
(Paperback \$29.95; Kindle \$9.99)



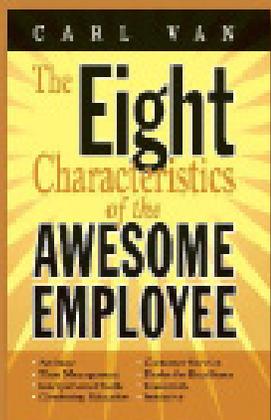
GAINING COOPERATION: Some Simple Steps to Getting Customers to do What You Want Them to.

Gaining Cooperation provides some very simple yet powerful ways to gain cooperation from customers without threats or arguments. Three easy steps are outlined to getting customers to not only cooperate, but to agree it is the right thing to do.

Written by Carl Van.
(Paperback \$19.95; Kindle \$8.99)

BOOKS AVAILABLE FOR PURCHASE AT

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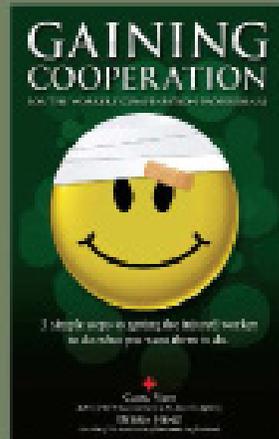


THE EIGHT CHARACTERISTICS OF THE AWESOME EMPLOYEE

This book is an expanded version of *The 8 Characteristics of the Awesome Adjuster*. It is

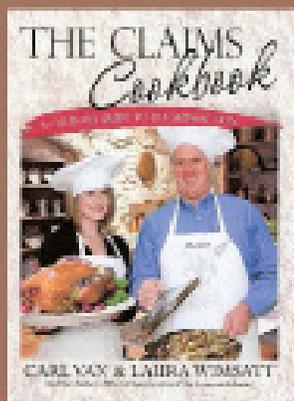
twice as long, includes more examples, and is written for the general public. It applies to employees at all levels. Released by Pelican Publishing Company, 2012.

Available at www.ClaimsProfessionalBooks.com and www.pelicanpub.com
(Hardcover \$24.95)



GAINING COOPERATION FOR WORKERS' COMP PROFESSIONALS: 3 Easy Steps to Getting Injured Workers to do What You Want Them to do

Based on the principles developed in the original *Gaining Cooperation*, this book is specific to the Workers' Comp industry. All examples are real-life situations faced in the Workers' Comp business. Written by Debra Hinz and Carl Van.
(Paperback \$19.95, Kindle \$7.99)



THE CLAIMS COOKBOOK: A Culinary Guide to Job Satisfaction

Yes, this is a real cookbook, but one with some dishes only claims professionals can appreciate. The

SUBRogationsandwich, Chicken TORTellini, The DUI Daiquiri, Boston "Claim" Chowder, Claimant Crab Cakes, Attorney Red Beans and Lies, Delay Soufflé, So Sue Me Sushi and plenty of others.

Written by Laura Winsatt and Carl Van.
(Paperback \$34.95)



ATTITUDE, ABILITY AND THE 80/20 RULE: The Making of Exceptional Performers

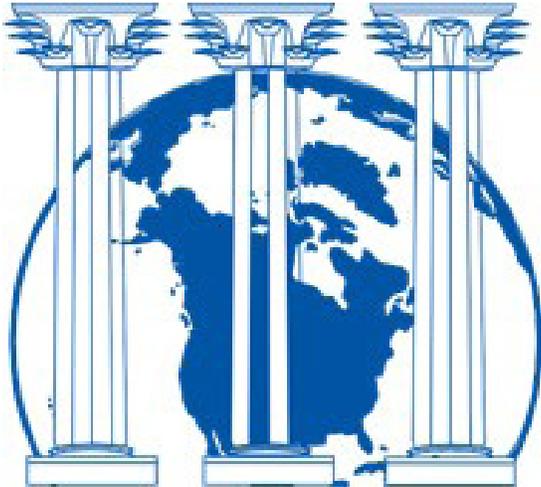
Makes the case that the people's performance is 80% their attitude, and only 20% their actual job

ability. Numerous examples illustrate that with the right attitude, anyone can be an exceptional performer.

Written by Carl Van.
(Paperback \$19.95; Kindle \$7.99)

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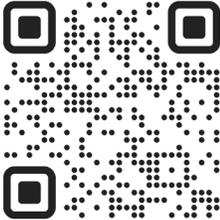
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