

# Webinar-Based Training Program



To assist our customers with their training needs, we have launched a webinar-based training program.



**International Insurance Institute, Inc.<sup>SM</sup>**  
PROVIDING SPECIALIZED MULTI-LEVEL SUPPORT TO CLAIMS ENVIRONMENTS  
[www.InsuranceInstitute.com](http://www.InsuranceInstitute.com) 504.393.4570

Because of the national health threat caused by the Coronavirus, International Insurance Institute has cancelled all in-person training classes through the end of 2020.

We have received many requests for training that can be delivered via webinar during this time of social distancing. To assist our customers with their training needs, we have launched a webinar-based training program.

Virtually any in-person workshop in our current catalog can be delivered in a condensed webinar format specifically for your company employees. Each webinar would be for your company only, and you would have the option to purchase the recording of the webinar to install on your company LMS for future viewing.



***Popular topics include:***

- ◆ Negotiation Skills for the Claims Professional
- ◆ Awesome Claims Customer Service
- ◆ Real-Life Time Management
- ◆ Business Writing for Claims
- ◆ Dealing with Difficult Customers

**To view samples, go to <https://vimeo.com/showcase/7299922>**  
If you are interested, please contact Teresa Headrick, Sr. Course Designer at (423) 386-5604 or [teresa@insuranceinstitute.com](mailto:teresa@insuranceinstitute.com).