

# Claims Education Magazine:

A REFLECTION OF THE INDUSTRY AND  
A SPOTLIGHT ON INDIVIDUALS



Welcome to the first of many issues of *Claims Education Magazine*, a publication produced to enhance the information provided to students of International Insurance Institute and support the educational process in a real-world concept.

For years, we have offered the best in claims education with on-site training. This publication takes that commitment one step further. Once every quarter *Claims Education Magazine* will examine the issues facing the claims professional, both in the office and with a client. We will also inform, educate and reinforce the concepts from the classroom and into the field.

All this in an easy-to-carry, take-home sized package.

*Claims Education Magazine* will produce a resource of news, insights and the latest training techniques available for the claims professional. Every issue will be filled with skills taught in the classroom and proven in real life. Other articles will offer previews into some of the educational courses that are still on the drawing board.

This publication has also been designed to recognize the achievements and accomplishments of professionals in the field, from entry-level customer service representatives to the highest levels of claims and insurance management.

Every issue will recognize the participants of our courses around the country, with special notation for graduates of multiple courses and our sponsoring companies. *Claims Education Magazine* will highlight one special student and one trainer each quarter. There will be a page reserved near the back of each issue with tips from some of our most popular educational presentations.

But *Claims Education Magazine* can only meet the needs of the claims professional if we get feedback from our readers and our alumni. Suggestions for articles or a focus on a particular portion of the claims industry can be sent to me at [CarlVan@InsuranceInstitute.com](mailto:CarlVan@InsuranceInstitute.com) or by calling me directly at (888) 414-8811.

I look forward to contributions from every corner of this country.

Until then,

Carl Van  
President and CEO  
International Insurance Institute



## Table of Contents

### COVER STORY

**Step carefully around the interview pit** 6  
Preparation is the key to landing that next rung on the corporate ladder

### FEATURE STORIES

**Drink from the cup of success** 3  
2006 promises to be a vintage year for first ever Claims Education Conference in California's Napa Valley

**Adjusters are not crime fighters** 10  
A velvet hammer can expedite negotiations

### DEPARTMENTS

**Training Talk** 1

**News Briefs** 2

**Class Act**  
Student of the Quarter 4  
Trainer for the Season 5

**Honor Roll** 12  
Congratulations to our recent grads

**On Course**  
Adjusters: Awesome customer service 18  
Management: The full-time job of time management 18  
Non-professionals: Insights and scenarios for underwriters and agents 18

**Career Path** 19

**Classroom Review** 20