

The IAO School

A World of Knowledge



Negotiation Skills

Introduction

Did you know that most people consider themselves to be inept negotiators or at the very least do not enjoy the negotiation process? For claims adjusters, negotiating settlement is one of the prime functions of their career. This 2-day course is designed to provide adjusters with skills needed to produce fair value settlements for both the insurer and insured or claimant. A well-trained adjuster understands the difference between “buying” a settlement and “negotiating” a fair resolution for all. Through theory and practical negotiating exercises, you will learn to achieve the elusive win-win negotiation.

Topics covered include:

- Why we negotiate
- Settlement goals of the insurer
- Levels of Negotiating:
 - Short & Long Term Preparation
 - Entering the Negotiation
 - Collaboration
 - Closing the negotiation
 - Assessing the negotiation
- The Elusive Win-Win Negotiation
- The Art of Discovery
- Defining Negotiation

Instructor:

Steve DelGreco has been associated with the insurance industry for 20 years and is an experienced claims and underwriting call centre manager. Steve joined CGI in 2001 to supervise a claims department consisting of Accident Benefits, Bodily Injury, Auto PD and Property adjusters. Steve is an Ambassador for the Insurance Institute responsible for promoting the positive aspects of the insurance industry to the general public, with focus on young individuals.

Accreditation:

- Insurance Council of Manitoba
- Insurance Council of Saskatchewan
- Alberta Insurance Council
- The Insurance Council of British Columbia

Fees:

\$450 plus **GST** and is eligible for Subscriber Volume Discount

Registration:

For information on course dates e-mail:
wenda.mceachern@cgi.com



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How did you hear about us?

- Web site
- Email
- Flyer
- Word of mouth
- Returning student
- Supervisor/Manager

Name: _____ Please print clearly

Company: _____

Address: _____

City: _____

Province: _____

Postal Code: _____

Tel: () _____

Fax: () _____

Email: _____

Attendance Authorized by:

Name: _____

Title: _____

Tel: () _____

Email: _____

Course Fee: **\$450.00 + GST**

(GST # R142172998)

Payment Choice: Invoice company

Cheque enclosed

Visa

Master Card

Card #: _____

Expiry Date: _____

Signature: _____

Tuition is payable to:

CGI Information Systems and Management Consultants Inc.

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Markham, Ontario L3T 7Z3

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