

The IAO School

A World of Knowledge



Soft Skills for the Telephone Adjuster

Introduction

Did you know that a startling 68% of business is lost because of poor service? We are offering a 1-day course that will provide all claims personnel who deal over the telephone with the understanding of what excellent service in the claims department is. The information and practical exercises derived from this course will improve your understanding of service and provide you with essential information that you can apply on a day-to-day basis. Although titled "Soft Skills for the Telephone Adjuster" all claims personnel whose main tool is the telephone will benefit from this course.

Topics covered include:

- Defining Service Quality in the Claims Environment
- The Top 5 Myths of Customer Service
- Client & Customer Expectations
- Claims Service for All Generations
- Voice Mail Etiquette in the Claims Department
- Active Listening Techniques
- Dealing with Angry Callers
- Six Steps to a Satisfied Insured

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

Fees:

\$250 plus GST and is eligible for Subscriber Volume Discount

Registration:

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



The IAO School

A World of Knowledge

Soft Skills for the Telephone Adjuster

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: **\$250.00 + 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.

150 Commerce Valley Dr. W
Markham, Ontario L3T 7Z3
Attention: Wenda McEachern
Tel: (905) 474-7495 Toll Free: (800) 268-8080
Fax: (905) 474-9541

E-mail: wenda.meachern@cgi.com