

VPU-022

Improving Relationships with Insurers

Professional Business Management Seminar

Highlights:

Improving Relationships with Insurers explores the needs of insurers and develops strategies to proactively manage insurance relationships. Learn to speak the language of insurers (frequency, severity, loss ratios and loss adjusting expense, etc.) and how to market, attract and grow DRP's while retaining volume and profitability.

Who Should Attend:

Damage Writers, Customer Service Reps, Collision Center Managers, Lead Technicians, Production Managers and Coordinators

Key Points:

- Identify the needs of insurers
- Make your collision center attractive to insurers
- Develop win-win insurance relationships
- Self-managing DRP's
- Negotiate with claims reps and supervisors

Learning Objectives:

Upon successful completion, participants should be able to:

1. Understand how the insurance and collision industries have changed and why there is a common interest in providing service and satisfaction to the policyholder or consumer.
2. Effectively communicate with insurance personnel in their own language in order to identify common interests.
3. Build a profitable self-managed and proactive relationship with insurers.



Training approved for Gold Class and Platinum points through the I-CAR Industry Training AllianceSM

