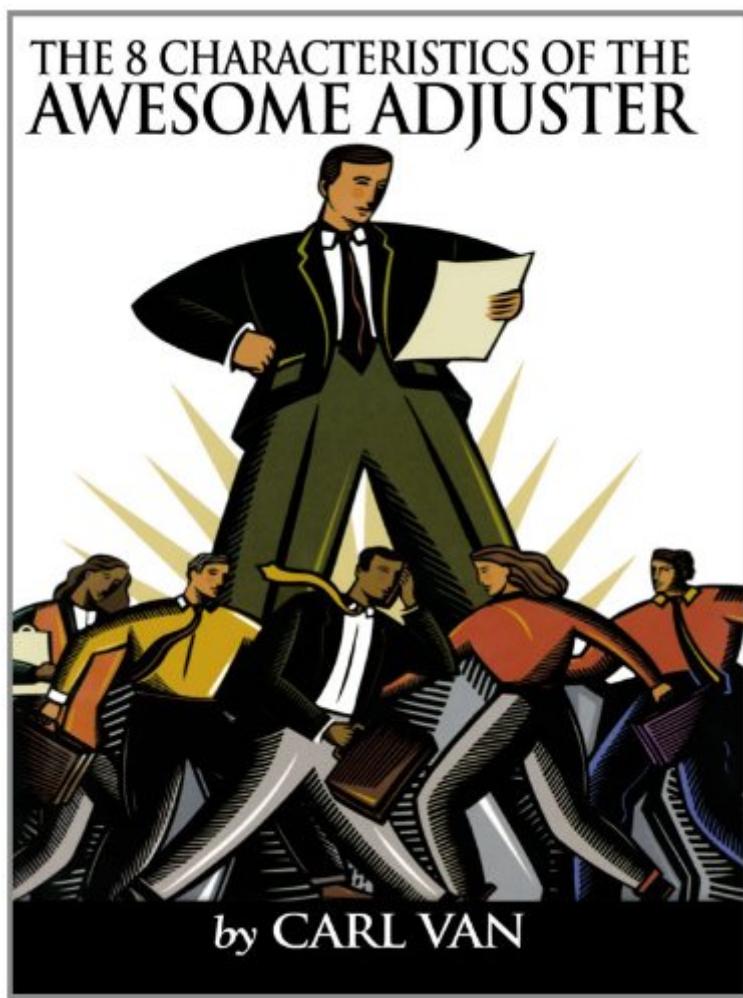


The book was found

The 8 Characteristics Of The Awesome Adjuster



Synopsis

A MUST read for anyone involved in the insurance claims industry. The 8 Characteristics of the Awesome Adjuster provides a glimpse into what the most effective claims professionals do to make their jobs easier. Attitude;Customer Service/Empathy;Initiative;Continuing Education;Teamwork;Time Management;Desire for Excellence;Interpersonal Skills;The author provides real-life scenarios that will have true meaning to anyone who has ever dealt with a customer. He often provides interesting and humorous true stories to outline each of the characteristics, and offers practical advice on how to improve oneself.This book has been the number one selling claims book every year since its release in 2005, and has sold in over 32 countries around the world.It has been the subject of numerous articles; the highlight of over 150 workshops and classes; and the subject of over 75 keynote speeches.

Book Information

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Customer Reviews

much needed for work

Carl was an adjuster for a period of time before he started instructing and being a keynote speaker

at claims conferences. Even though I haven't met him, I feel I have met him by reading the book. It is written in a conversational style and therefore more personal. Only someone in the adjusting industry could give the examples he did and how to apply psychology to both yourself, team mates, and clients. He has a couple other books out now and I'm sure they are written just as informative.

I just started in the auto claims adjuster field, and one of my trainers recommended this book. She let me borrow it, and after a week, I decided to purchase my own copy. This is one of those books that you can read from cover to cover, or pick and choose a chapter to refresh yourself on. I would definitely recommend this book to those starting out in the claims field, and as a refresher for the experienced claims professional.

This book really can be used for any customer service based business. Carl Van puts everything in perspective. For instance, in order to do your job well, it's not enough just to go through the motions. The work ethic most customer service related businesses seem to display are lackadaisical at best. Mr. Van says shun that attitude, give more than you receive and treat your customers with dignity and respect. This may not be a fresh read for some, but for me it was a motivator.

More managers need to read this book!

Although I am not in the insurance business, I read this book and immediately connected the traits of an awesome adjuster with my job teaching elementary and middle school children. I took several of the examples from the book to our professional development meetings at my school. The knowledge and ideas presented made a big impact and teachers were able to see the reasons why they felt overworked and always in friction with parents or administration. The students appreciated the change in attitudes and were eager to work harder. Carl Van writes with much humor and I felt as though I was in a living room while we talked around a coffee table for an evening. Great information, some "suppose you did..." samples, laughing at yourself for doing just what he said to avoid, and getting that feeling that you really want to make improvements...made this book invaluable and fun to read! I believe his book is for everyone who deals with other people in some capacity. Everyone could use practice making their "people skills" work for them instead of against them.

Applicable for our business purposes.

This is a must read for adjusters. We sometimes forget how important our job is and how we are able to help people at their most difficult time.

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