

Course Syllabus

Course Identification

Practical Skills for Insurance Professionals: Interest Based Negotiating

Alberta Accreditation Committee Course ID # 59455

Continuing Education Credit Hours: 3.75 Hours

Class of Certificate: All Classes

Course Description

This course introduces participants to interest based negotiating and illustrates how it relates to the successful settlement of disputes. Learners improve their understanding of the role of interest based negotiating in brokerage and claims file administration and options available before proceeding to litigation.

Learners explore what negotiating is, the types of negotiating, and elements of power that influence negotiating. Learners also explore the principles of interest based negotiating, the preparation steps, identify the stages of interest based negotiating, and discuss specific challenges to the process.

Course Schedule

Lesson 1	Fundamentals of Negotiating	90 minutes
<i>BREAK</i>		<i>15 minutes</i>
Lesson 2	Interest Based Negotiating	120 minutes
Learning Activity	Negotiating Case Scenarios	15 minutes

Course Syllabus

Course Outline

Lesson 1: Fundamentals of Negotiating

Learning Outcomes

- 1) *Explain what negotiating is.*
- 2) *Identify and describe two types of negotiating.*
- 3) *Identify and explain three elements of power that influence negotiating.*
- 4) *Describe the characteristics of a good negotiator.*

Topics Covered

1. What is Negotiating?
2. Types of Negotiating (2)
3. Elements of Power and Influence (3)
4. Characteristics of a Good Negotiator

Lesson 2: Interest Based Negotiating

Learning Outcomes

- 1) *Discuss the principles and model of interest based negotiating.*
- 2) *Share, and explain the steps of, a negotiating preparation checklist.*
- 3) *Describe the six negotiating preparation steps.*
- 4) *Identify and discuss the four stages of interest based negotiating.*
- 5) *Discuss strategies to deal with problem behaviours.*
- 6) *Describe the purpose and direction of caucusing.*

Topics Covered

1. Principles of Interest Based Negotiating
2. Preparation Checklist
3. Preparation Steps (6)
4. Stages of Interest Based Negotiating
5. Strategies to Deal With Problem Behaviours
6. Caucusing

Course Syllabus

Learning Activity: Negotiating Case Scenarios

Learning Outcome

- *Create a general checklist to use as a resource for interest based negotiating an insurance claim.*

Instructions

- 1) *Read your assigned Case Scenario.*
- 2) *Identify THREE (3) elements you would consider in building your approach to negotiating this case.*
- 3) *Identify THREE (3) elements you would use in preparing for this negotiating and how you would use them.*
- 4) *Share ONE (1) finding in Chat / Questions.*