

Continuing Professional Development Certificate

Claims negotiation - the art of achieving resolution

Date: Wednesday 17 January 2018

Time: 1.15pm - 2.00pm

Speaker:

Joe McMahon, ACII, Chairman Lloyd Warwick International

In this IIL lecture Joe McMahon provided a very practical account of his personal experiences dealing with an array of claims in virtually every corner of the world, and offered some suggestions on how to avoid some of the working mishaps he personally experienced. Joe's lecture was a very practical presentation based upon handling of large and complex claims in different scenarios and with different cultures. By using real examples, he explained some of the lessons that have been learned the hard way through making mistakes and trying to understand the key drivers in any negotiation.

By the end of this lecture, members would have gained an insight into:

- The Do's and don'ts
- The human element
- Bringing resolution



This lecture or podcast can be included as part of your CPD requirement should you consider it relevant to your professional development needs. It is recommended that you keep any evidence of the CPD activity you have completed and upload copies to the recording tool as the CII may ask to see this if your record is selected for review.