

## MindCross Training

It's hard to believe, but tornado and hurricane season is just around the corner. And, while it's impossible to know when, where and how bad any tropical storms may be, one thing is certain—there will always be a need for property adjusters.

Disasters have a way of focusing people's attention and grabbing newspaper headlines. However, it's the 'daily claims' – things like a hail damaged roof – that are part of everyone's life at some point. And, whether it's a major flood in the mid-west or a minor flood in the basement, a property adjuster will probably be involved. Property adjusting is an in-demand, challenging profession.

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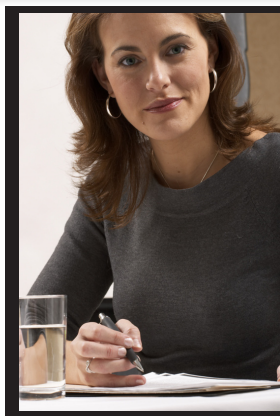
**Overview:** The United States Department of Labor indicates that the need for adjusters, examiners and investigators will increase 10% from 2006-2016 (<http://www.bls.gov/oco/ocos125.htm#outlook> ). In addition, the profession has a higher than average attrition rate with many workers retiring and leaving the industry. Unfortunately, the knowledge and training needed by the prospective adjusters can be difficult to acquire; professional requirements can be confusing. Some states require students to pass a standardized examination to become licensed while others don't regulate the profession at all.

This wide range has caused adjuster training to be sporadic in content and purpose. Usually, adjuster training has tended to focus on two areas: First, rote instruction aimed at getting the student to pass a standardized test, and second, product training in adjusting software packages. Neither of these gives the students the nuts and bolts information they need to understand and ultimately do the work. Examples of this training gap can be seen by doing an Internet search for "property adjuster training". The majority of the listings are for "preparatory" courses that target students who want to become licensed in a particular state. Usually, these are classroom training courses that tend to be 'page turners' that essentially give the students the facts and figures they need to memorize in order to pass the test.

Most of the remaining training found by the search is product training. This type of training is aimed at specific products or computer programs commonly used by adjusters. Examples include Xactimate and IntegriClaim training. This training plays a useful role for working adjusters since it can help them become proficient with the technical tools needed in today's environment. However, this type of training doesn't help students new to the field gain an understanding of what the job really entails. What's missing from this mix is training for the adjuster of the future. This individual is someone who is interested in becoming an adjuster but isn't sure what steps

## Training Should Be Informative and Interesting

*MindCross Training and Consulting is a leading provider of learning solutions for the enterprise. MindCross customized offerings are focused on reducing the cost of training, and on delivering broad-based competency development that improves managerial effectiveness and enhances the value of enterprise technology investments.*



to take to get there. Taking exam training won't answer their questions and they aren't ready to take product training. They need an entry point into the profession.

Training for these new adjusters needs to meet several criteria. The training should be both informative and interesting, presenting the content in a relevant manner that engages the student. It should build the students knowledge of what makes an adjuster successful. Students should be able to take the training at their own pace, moving backward and forward in the lessons

to reinforce the concepts and techniques. Finally, of course, the training needs to be affordable since many of the students are often investing their own time and money to get the training. This training could be preparation for taking a State examination or the first step towards an entry level position. In any case, there should be a clear 'next step' once the course is completed.

This type of training would benefit both the individual and the industry as a whole. For the student, it gives them a way to gain some insight into the industry as well as lay a solid foundation of knowledge. For company's involved in the insurance industry it helps get their entry level employees or contractors on solid footing before investing additional time and effort in more complex or advanced training and mentoring. It's a win-win for everyone. MindCross Training and Consulting is now offering a course that fills this niche.

**Our Solution:** We are now offering an introductory property adjuster training course, titled "Property Adjusting 101". This course gives students the technical information along with real-world examples of techniques needed to do the job effectively. Property Adjusting 101 is a comprehensive look at the job of a property adjuster—including areas such as how to scope and adjust roof damage, how to measure interiors, key items to watch out for, etc. It includes test your knowledge questions and scenarios to help reinforce the concepts. The course will take students 2-3 hours to complete. Property Adjusting 101 gives students a real look at how to be effective adjusters. And, by leveraging our 20+ years experience in adult education we were able to create an interesting, interactive course. As always, our goal is to create a quality offering with a reasonable price. The course is offered to adjusters for only \$29.99 and has been approved by the State of Florida for Continuing Education (CE) credit. This course can be purchased standalone or as part of a larger training package titled "Catastrophe Adjusting Skills and Techniques". This comprehensive package includes a full range of courses to help students prepare to become Catastrophe Adjusters. It will take students approximately 8 hours to complete and is priced at \$79.99.



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