

De-escalating Emotionally Heightened People Workshop

Wednesday, November 28, 2018 | 8:45am – 12pm PST | Insurance Institute of BC

CLASSROOM | BUILDING | INTERPERSONAL SKILLS

Life seems busier and more stressful, resulting in more frequent situations where people are displaying emotionally heightened behaviours. Whether it's a client upset over an increase in premium or an insured pushing back against a claim settlement, it's not unusual for these interactions to escalate into disrespectful tirades. The end result tends to leave the recipient stunned and second guessing themselves. The goal of this workshop is to provide you with the tools to help you understand anger, to reduce these difficult interactions and ensure when they do occur, you have techniques to minimize the impact.

SEMINAR OBJECTIVES

- Describe the neuroscience (brain and behavior) behind heightened emotions
- Identify the 5 key ideas about human interaction that provide insight to why people behave and respond as they do
- Learn the tools needed to de-escalate and calm a situation that is fast becoming contentious
- Apply empathic listening, reframing and reflective skills

SEMINAR PRESENTERS

Rena Novotny
Claims Manager, **Square One Insurance Services Inc.**

Rena started her career as a telephone adjuster at Commercial Union Assurance in 1981. She has 23 years of experience as an independent adjuster specializing in complex and high conflict claims. In March 2016, Rena joined Square One Insurance Services as Claims Manager. Not long into her claims career, Rena began to question how one might make the customer claims experience more positive, which led her to the Justice Institute of BC where she completed certifications in critical incident stress management, third party intervention and mediation, and coaching. The learning at the JIBC piqued further interest in the field of conflict transformation. In 2012, Rena embarked on a master's program in conflict analysis and management, supplemented with additional research and learning in neuro-science and trauma-psychology. She is focussed on developing frameworks and models that improve the claims experience for both the consumer and claims professional alike.

DATE & TIME

Wednesday, November 28, 2018
8:45am – 12pm PST

LOCATION

Insurance Institute of BC
800 W. Pender Street
#1110
Vancouver, V6C 2V6

PRICE *(includes coffee service, light breakfast snacks & GST)*

\$125 IIBC Members
\$205 Non Members (Includes IIBC Membership expiring May 31st, 2019)

Corporate Rate: \$105 per attendee for group of 6 or more (membership additional for non-members). To register with a corporate rate, contact [Winnie Hon](#).

CE CREDIT

3 Technical (**Adjusters and Level 3 Agent Licensees only**)



REGISTRATION FORM

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Registration Deadline: Monday, November 26

~ Please complete a separate form per attendee ~

OPTION #1: Register Online & Payment by Credit Card

Visit www.insuranceinstitute.ca/britishcolumbia. Payment accepted by VISA, MasterCard or AMEX.

OPTION #2: Register Manually with this Form & Payment by Credit Card or Cheque

Registration form fields: Name, Insurance Institute Member Number, Position / Title, Email, Company, Phone

Fees (includes GST) section with checkboxes for IIBC Members (\$125) and Non Members (\$205), and corporate rate information.

Payment section with Total field and checkboxes for Cheque enclosed, Cheque to follow, and Credit Card.

Cancellation Policy

No refunds. Participant substitutions accepted 48 hours prior to seminar. IIBC reserves the right to cancel the seminar due to unforeseen circumstances.

OFFICE USE ONLY section with RECEIVED, ENTERED, and PAID fields.

Questions?

Contact information for Winnie Hon, Seminars & Events Coordinator, including phone and email details.



Insurance Institute

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