

Course Title	Interviewing for Tele-claims	Duration	One Day	HB/CTB
Outcomes	By the end of this training, your delegate will: <ul style="list-style-type: none"><li>✓ know what must be covered during the interview</li><li>✓ be able to plan an effective tele-claim interview</li><li>✓ be able to gather sufficient information for a claim</li><li>✓ be able to write an effective summary of interview</li></ul>			
Prerequisites	None			
Session	Aim	Content		
Introduction	To explain the aims of the course and understand particular objectives of individuals	<ul style="list-style-type: none"><li>◆ Introductions</li><li>◆ Understand the objectives and the process of the course</li><li>◆ Agree what outcomes are required</li></ul>		
Tele-claims	To know what must be covered during a telephone interview	<ul style="list-style-type: none"><li>◆ The tele-claim process</li><li>◆ The guidance on new claims</li><li>◆ Confidentiality</li></ul>		
Plan & Prepare	To be able to plan an effective tele-claim interview	<ul style="list-style-type: none"><li>◆ What information needs to be obtained?</li><li>◆ Checking the customer's details</li><li>◆ How to establish ID &amp; compliance for security guidance purposes</li></ul>		
Gathering Information	To be able to gather sufficient information for a claim	<ul style="list-style-type: none"><li>◆ Getting their account</li><li>◆ Using a script</li><li>◆ What not to ask</li><li>◆ Question styles</li><li>◆ Challenging and clarifying information</li></ul>		
Record keeping	To be able to write an effective statement or summary	<ul style="list-style-type: none"><li>◆ Ending the call</li><li>◆ Requesting further information</li><li>◆ Changes in circumstances</li><li>◆ Dealing with changes in circumstances</li></ul>		
Book this course now :				
Cost	Price Code A			
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