



Workshop on Effective Negotiation Skill for Settlement of Claims 14-15 October 2019 | Seri Pacific Hotel, Kuala Lumpur

Key Learning Outcome

At the end of the course, participant would be able to:

- Differentiate the general meanings of various negotiation skills undertaken by an insurance claims executive
- Understand the effect of good negotiations strategy
- Apply knowledge of insurance principles and practical techniques together with elements of psychology in negotiation process
- Make preparations for and conduct informal discussions as well as formal meetings for negotiation

Course Contents

Session 1

- Introduction
- Definition of negotiating
- What is not negotiation
- Aims of Negotiation
- Conditions for negotiation
- Case Study
- Qualifications of a negotiator
- Group activity
- Legal implication of negotiations

Session 2

- Without prejudice negotiation
- Considerations in negotiation
- Negotiation with a third party
- Settlement options available in negotiation
- Group activity
- Communication – the key to effective negotiation
- Problems in relation to communication
- Defeating barriers
- The four forms of communication
- How to have an impact in face-to-face communication

Session 3

- Plan and control your emotions
- Using the four channels of body language
- Applying body language in communication
- How to build up confidence
- Group activity / exercise
- Choice of negotiating by phone, informal meeting and formal meeting
- Preparations for formal meeting
- Planning the meeting
- Dealing with gulf
- Ownership of ideas

Session 4

- Conviction
- What a successful negotiation is
- Negotiation process and strategy
- Group activity / exercise
- Stages of a meeting
- Negotiation techniques
- Case study
- Alternative forum of disputes resolution
- Workshop

Who Should Attend

Claims, Underwriting and Marketing staff of insurance companies, insurance brokers and reinsurance executives, loss adjusters and surveyors whose work require an understanding or practical knowledge of the subject.

Trainer's Profile

KENNETH WONG,
Bsc (Hons), Dip Ed, ANZIIF (Snr Assoc), CIP, ACILA, ACLA

KENNETH WONG, BSc (Hons), Dip Ed, ANZIIF (Snr Assoc), CIP, FCILA, FEUDI-ELAE, FCLA, FIFAA, is a Certified Insurance Practitioner and a Chartered Loss Adjuster.

He joined loss adjusting in December 1983 and has handled all mainstream classes of general insurance claims, among which were major property and engineering claims that involved business interruption. Some of these losses were in the tune of hundreds of million Ringgits. In 2013, in honour of his performance, Cunningham International designated him as Retail & Distribution Expert Adjuster.

Outside Malaysia, he has handled losses in Singapore, Thailand, Brunei, Jamaica, Oman and Australia.

Kenneth has been actively involved with the Malaysian Insurance Institute since 1987 in conducting courses for the local insurance industry as well as for developing markets (in collaboration with the ASEAN Insurance Training & Research Institute) in ASEAN countries, the Middle East and other countries in the Pacific; and in reviewing the Basic Certificate Course In Insurance Loss Adjusting. He has also been a keynote speaker for notable events such as Asia & Oceanic Association Forum, Retailers Association Asia Regional Conference and Conference of Property Managers and Valuers and Estate agents.

Since early 2017, he has been working as a claims consultant and continues to be actively involved in big factory claims.

Date Time	14 - 15 October 2019 9 am - 5 pm
Closing Date	7 October, 2019
Price	MII Member : RM 1700 (single), RM 1615 (Group) GTG/FAIR Member : RM 1700 (Single), RM 1615 (Group) Non Member : RoM 1870 (Single), RM 1780 (Group) International: USD550 (Single), USD530 (Group) Effective March 2019, fees are inclusive of 6% SST (HRDF Claimable) * Subject to HRDF Conditions
Level	Premier
Venue	Seri Pacific Hotel, Kuala Lumpur

REGISTRATION POLICY & DECLARATION

- Registration can be done via online at www.mii4u.org/llms/user/login. (*Group Registration : Minimum 3 participants and above)
- MII practices a non credit policy. As such, all companies and individuals are required to make payment before the commencement of the course. But confirmation for places is subject to availability of seat.
- MII reserves the right to reschedule, change the trainer, modify the course content or cancel the course due to unforeseen circumstances without prior notice.
- Contact person or participants will be notified through the email, fax or phone on the status of the course.
- Any cancellation(s) received within 5 working days before commencement date of the course is not allowed and an administration fee of RM530 or USD250 will be charged for each participant. However, replacement of participant(s) is accepted.

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