



LOSS ADJUSTER

OVERVIEW OF KEY DEVELOPMENTAL AREAS FOR YOUR CAREER PATH



FOUNDATION



BUILDING



ENHANCING



MASTERY



Hone your craft

- Be a 'sponge' to learning
- Expose yourself to as many facets of your role as possible



Build on your knowledge and experience

- Increase capacity to manage claims process independently
- Consider which areas of specialization are of interest to you; learn as much as you can about options (e.g. product lines, claims specialties, etc.)
- Prepare for multiple possibilities to keep your future career options open



Assess what lies ahead

- Consider your skills and experience when making decisions about next steps; what feels right for you? Specializing, diversifying, taking on new challenges like people leadership, investigations, or other?
- Set a goal and work towards it
- Talk to your manager or HR for additional support



Explore ways to share your expertise

- Evaluate which 'track' feels in keeping with your goals - technical specialist or operational leader?
- Consider leveraging your expertise in Loss Control, Risk Management, consulting on policy wordings or fraud investigations

ATTITUDES & CORE VALUES



- Curiosity
- Focus on the customer
- Commitment to continuous learning
- Detail oriented



- Analytical
- Team player
- Influencer without authority
- Conflict manager relationship builder
- Ethical decision making



- Critical thinker
- Problem solver
- Negotiator
- Trends seeker
- Technical specialist



- Consultant
- Technical expert
- Operational leader
- Conflict manager





FOUNDATION



BUILDING



ENHANCING



MASTERY

KNOWLEDGE



Grow your knowledge of insurance fundamentals

- Take or leverage knowledge from C11 or GIE
- If working for an independent adjusting firm, you are or have already completed your Level 1 License
- Apply learning from your studies, training offered by your company, or other work experience

Next Steps:

- Plan for additional CIP courses



Build specialized knowledge to help you manage increasing complexity of claims in your line of business

- Pursue / leverage learning from mandatory courses in the CIP (e.g. C12, C13, C14) to help you meet client need – course order may be influenced by specialty (e.g. Automobile, Property, Casualty, Liability, etc.)
- Consider also taking C110 given your role
- Keep up your CE requirements, as it is key to maintaining your license if working for an adjusting firm

Next Steps:

- Complete your CIP; choose electives to broaden / diversify your expertise (i.e. Bodily Injury Claims; Building Construction, Fire Hazards, and Basic Hazards; Special Hazards, Fraud Awareness and Prevention, etc.)
- Consider specialized continuing education to augment your learning and expertise based on your claims specialty



Enhance your knowledge to work with complex and multifaceted claims

- If working for an independent adjusting firm, you will have or are working towards your Level 2 License
- Look at pursuing the Advanced CIP Certificate – claims pathways are available – to enhance your expertise

Next Steps:

- Grow your knowledge of emerging trends, critical coverages, and legislative changes through advanced level continuing education
- Consider if the FCIP is right for you



Hone your broader operational and insurance knowledge

- Recognize that your actions and decisions may define claims processes, policy wordings, or shift focus for your team
- If working for an adjusting firm, you may be completing / have your Level 3 License
- Consider pursuing your FCIP or supporting your advanced operational/product knowledge required through advanced continuing education

Next Steps:

- Recommit to continuous learning and development

SKILLS & EXPERIENCE



Learning and applying insurance fundamentals

Core Skills: Time management; communication; detail oriented; interpersonal; resourcefulness; active listening; building relationships; networking

Key Experiences: Taking detailed information from about their claim; reviewing and applying policy to begin claims processing; using resources available to help examine and evaluate the claim; offering solutions / referrals within policy parameters; developing understanding of organizational products / lines of business; completing required forms to regulatory standards; building network of professionals (i.e. legal, health, restoration, etc.) to support claims management; building knowledge of legal / regulatory framework



Building on your insurance fundamentals and experiences to date

Core Skills: Negotiation; building strong relationships (e.g. loss control, risk management, brokers); initiative; multitasking; business communication

Key Experiences: Building more specialized product knowledge and expertise; growing comfort in processing / settling claims with minimal supervision; increasing capacity to negotiate and influence others; leveraging insurance knowledge to respond to increased complexity / uniqueness in claims; supporting mediations with qualitative policy analysis; building on understanding of legal / regulatory framework; supporting claims audits; leveraging network of professionals (i.e. legal, health, restoration) to support settling claims



Enhancing your insurance knowledge and claims expertise

Core Skills: Problem solving; creativity; managing relationships to foster success; providing support / advice to team members; critical thinking; building strong personal and organizational brand

Key Experiences: Applying specialized knowledge and expertise to an array of claims within specialty; growing capacity to manage claims, mediations, contracting, etc. independently; supporting new product development / revisions based on claims outcomes; supporting business development (potential for independent adjusters); advancing understanding of audit, legal / regulatory framework and business drivers



Transitioning to technical consultant / leader of a team of loss adjusters with increased autonomy and decision making power

Core Skills: Strategic thinking; operational leadership; change management; teaching / coaching; conflict management

Key Experiences: Providing expert advice to clients, internal teams, and network of tertiary support; contributing to teams leading new product development / revisions based on claims outcomes; supporting policy creation related to claims audit, reserving practice, and complex legal processes (e.g. class action); management of key policies / accounts; ensuring internal / external risks are mitigated appropriately; supporting projects implementing new / revised claims management systems