

## **The Art and Science of Estimator Interactions ES045L01**

### **Course Content**

#### **Module 1 – Communicate with the Customer**

Good communication is essential in obtaining supplemental repair approval, providing updates on repair status, and letting the customer know if there are any changes to cost of the repair. In the first module, students will participate in four activities to help better develop their communication skills. Participants will learn the importance of building good relationships through customer service including:

- Being empathetic
- Listening actively
- Acting professionally
- Communicating effectively

In addition, students will learn a conflict resolution strategy and how the brain reacts to stress so they can better handle difficult situations.

#### **Module 2 – Complete the Estimate**

Module 2 will have the students sharing documentation best practices as they examine the estimating procedure step-by-step. Students will also learn to determine if photos of the repair tell the full story.

#### **Module 3 – Communicate with the Insurance Company**

Students will focus on interactions with insurance company partners in Module 3. Since documentation and communication are critical in securing estimate approval, students will participate in a standard operating procedure (SOP) activity. This will teach them how to make the documentation process more effective. This module will also offer a problem solving strategy. They will complete an activity that demonstrates the importance of accurately reading nonverbal communication.

#### **Module 4 – Obtain Estimate Approval**

In Module 4 students will discuss their important role in the repair process and review the remaining requirements in the estimating process – obtaining estimate approval. The final activity encourages the estimator to view the big picture and their essential role in the repair process.



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