

Communication Strategies for Claims Managers



Claims managers have a unique responsibility to manage complex claims and it is well recognised that, when equipped with skills, training and awareness related to mental health there are benefits for all stakeholders.

SuperFriend's Communication Strategies for Claims Managers course promotes trust and drives positive engagements between Claims Managers and the person on claim.

Overview

This course provides a great introduction to person centred communication strategies and includes an Effective Communication framework (OARS - Open questions, Affirmations, Reflections, Summaries) approach and content aligned to FSC Standard 21.

Participants will gain an understanding of mental health conditions and practical foundational person-centred communication skills to foster rapport, trust and effect positive change with the person on claim.

After completing this course, learners will have an increased awareness of how to impact positive conversations, employ empathetic techniques to build trust, and how to manage challenging interactions using de-escalation strategies.

The optional workshop provides the opportunity to practice and embed the module skills, giving participants the confidence to de-escalate challenging calls and drive better claims outcomes.

What will the course cover?

- Understanding mental illness
- Biopsychosocial model
- Identifying risk and protective factors
- Person-centred communication
- Effective communications strategies – OARS framework.

Why participate?

- Mental health training leads to improved outcomes for individuals and businesses
- FSC Standard 21 compliance
- Flexible and accessible delivery, complete when convenient
- Course Completion Certificate.

Who should participate?

This course is recommended for all Claims Managers.

Prerequisites

Workplace Mental Health Essentials for All Staff.

Course details



Modules: 3 short online modules (50 mins total)



Facilitated workshop (optional): Up to 20 people (90 mins)



Resources: Access to additional supporting resources – tools, tip sheets, videos, articles.

Course Outline

Understanding mental illness (as stipulated in revised draft FSC-21) • 15 mins



- What is mental illness
- Why understanding mental illness is important
- The different types of mental illnesses
- Risk and protective factors related to mental illness

Introduction to person-centred communication • 20 mins



- Understanding the Biopsychosocial model
- Understanding what a person-centred approach is and how it relates to claims management
- Understanding and applying the OARS framework
- Effective communication skills

Managing challenging claims interactions • 15 mins



- Anger and aggression and how they can occur during interactions
- How to recognise and managing your own triggers when managing challenging interactions
- How to effectively apply de-escalation strategies
- Best practice call termination process

Facilitated workshop (optional) • 90 mins



The focus of the workshop is to practice and embed learnings from the online modules aimed at achieving better claims outcomes focusing on application of an OARS framework in the context of a claims environment. The workshop also provides a practical framework to de-escalate a challenging call and ways to support participants own mental health and wellbeing.

Additional resources



- Ongoing access to resource library to support learning
- Downloadable tools, tip sheets, videos, articles
- Certificate of Completion



Online modules and all additional resources are accessed via SuperFriend's online learning platform, MySuperFriend.

