Customer-Centric Claims Resolution Training Course

Professional Development Training Course Outline

Category	Insurance	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-evolving digital marketplace, customer satisfaction and loyalty hinge on more than just products—it’s the experience that drives long-term retention. One of the most critical moments that define a customer’s journey is the claims resolution process. A poorly handled claim can cost a company its reputation, while a seamless and empathetic resolution approach can turn customers into brand advocates. Training Course on Customer-Centric Claims Resolution is specifically designed to equip claims professionals, insurance handlers, and customer support teams with the tools, strategies, and soft skills needed to prioritize customer experience while resolving claims swiftly and fairly.

Focusing on empathy, transparency, technology integration, and communication best practices, this course blends theory with real-world scenarios. Whether in insurance, finance, retail, or telecom, the skills acquired in this program can significantly reduce customer churn, enhance Net Promoter Scores (NPS), and improve first-contact resolution rates. The training modules are practical, hands-on, and data-driven—ensuring that learners can directly apply techniques to enhance their organization’s claims management framework.

Programme Curriculum

Customer-Centric Claims Resolution Training Course

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Course Objectives

1. Master customer-centric communication techniques for claims resolution.
2. Understand the impact of customer empathy on loyalty and retention.
3. Improve first-contact resolution through structured claim handling.
4. Utilize digital claims processing tools for efficiency and transparency.
5. Integrate AI-driven decision support in complex claim evaluations.
6. Apply emotional intelligence in high-stress claim interactions.
7. Create a customer-first culture within the claims department.
8. Reduce claims cycle time using process improvement techniques.
9. Identify and resolve pain points in the claims journey.
10. Leverage predictive analytics to anticipate claim trends and risks.
11. Promote cross-functional collaboration between teams for better outcomes.
12. Establish metrics for customer satisfaction in claims resolution.
13. Learn best practices for escalation management and service recovery.

Target Audiences:

1. Claims Adjusters
2. Insurance Agents
3. Customer Service Representatives
4. Team Leaders/Supervisors
5. Claims Investigators
6. Customer Experience (CX) Specialists
7. Compliance Officers
8. Technology and Digital Transformation Leaders

Course Duration: 5 days

Course Modules

Module 1: Empathy & Communication in Claims

- Fundamentals of empathetic listening
- Tone of voice and emotional cues
- Building trust in stressful scenarios
- Handling irate customers gracefully
- Real-time communication scripts
- **Case Study: Resolving a denied health claim empathetically**

Module 2: Efficient Digital Claims Processing

- Overview of modern claim platforms
- Self-service portals for quick resolutions
- Mobile and chat integrations
- Speed vs accuracy trade-offs
- Automation and chatbots in claims
- **Case Study: Implementing an app-based claims system**

Module 3: First-Contact Resolution Techniques

- Understanding customer needs upfront
- Data retrieval in real time
- Call flow optimization
- Knowledge base utilization
- Scripting for success
- **Case Study: Reducing call transfers in an auto claims center**

Module 4: Escalation Management & Service Recovery

- Identifying red flags early
- Escalation SOPs
- Creating a feedback loop
- Empowering frontline teams
- Turning negative experiences into loyalty
- **Case Study: Managing a social media backlash from a delayed claim**

Module 5: Journey Mapping for Claims Excellence

- Identifying touchpoints in the claims journey
- Voice of the customer (VoC) analysis
- Creating seamless omnichannel experiences
- Personalizing the claims journey
- KPIs for journey success
- **Case Study: Transforming travel insurance claims journey**

Module 6: Reducing Claims Cycle Time

- Time-motion study of claim processes
- Identifying delays and bottlenecks
- Process automation
- Lean Six Sigma techniques in claims
- Performance tracking and dashboards
- **Case Study: Cutting down property claim settlement from 15 to 5 days**

Module 7: Technology Integration in Claims

- Core system integration with CRM
- Cloud-based claims solutions
- Cybersecurity in claims data handling
- API integrations for real-time updates
- Tech stack modernization
- **Case Study: Migrating from legacy to cloud-based claims system**

Module 8: Building a Customer-First Culture

- Embedding customer-first mindset in onboarding
- Behavior modeling for empathy
- Internal training program design
- Gamification for claim learning
- Incentivizing customer excellence
- **Case Study: Culture shift in a national insurance provider**

Training Methodology

- Interactive role-playing simulations

- Instructor-led workshops (on-site & virtual)
- Group case study analysis
- AI-based learning modules & gamified quizzes
- Real-world video scenarios & debrief discussions

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com