

Pick up the Phone, to Resolve Issues Quickly!

In today's property claims industry, it is common to communicate by email. Most adjusters would rather receive and answer communications with an email. Having said that, there are times when a communication is more urgent or the message needs to be managed better, then it is best to **"Pick-Up the Phone" and call the adjuster, the insured, or the restorer.** Also, most contractors are busy and don't check their email that often, so it is best to communicate by phone or text.

Sometimes your email to someone can be misinterpreted or appear to be abrupt, negative, or impersonal. If someone is upset, like a policyholder when their most expensive possession, their home, is damaged, it is best to pick-up the phone and call them to "listen" to their words and tone of voice and reassure them they are in good-hands and that all their concerns are being addressed in a timely manner. **Your tone of voice is critical! Even your body language can be "heard" over the phone!**

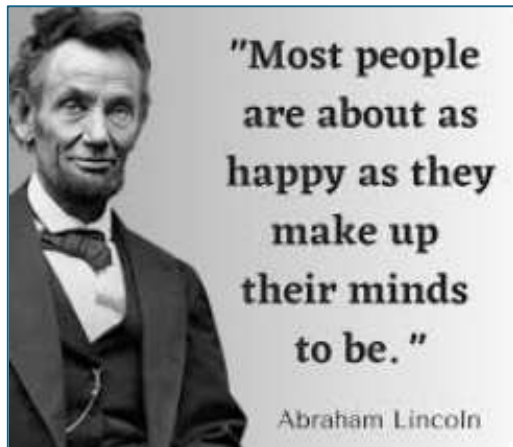
Remember, the 7-38-55 Rule suggests that only 7% of a message's meaning is conveyed through words, **while 38% is communicated through tone of voice and 55% through body language.** **If you sit up straight and smile, while on the phone with someone, you will not only feel better, but you will sound friendlier and more caring!**



If it is an escalation because there is a potential coverage issue, complaint about workmanship, etc., **it is best to call the adjuster** to better communicate the urgency of the matter and to ensure the message is sent to the right person and they are clear on the details of the situation and the resolution you are proposing. It is always best to "huddle" with the adjuster first to go over your proposed resolution to ensure they are onboard with your plan of action before communicating to the insured and the vendor. **This is best done over the phone, NOT through an email!** That way you can gauge the adjuster's feelings about the matter and build your rapport with that individual. **If you are timely, polite, and professional in all your communications you can earn a reputation for being efficient, professional, and delivering great customer service!**

Don't forget the emotional side of our business! People are busy and because a property claim, by its very nature, starts off with a negative experience, we need to make sure we are managing people's feelings as best we can when there is a problem or an urgent matter. Remember, conversations give you the chance to build a rapport with the individual and show empathy with your words and tone of voice.

Especially when there is a dispute, we need to use the phone to learn and understand everyone's position and to try to bring all parties together for better understanding and quick resolution. Learn to be a good listener and to always be as positive as possible in everything you do, and you will find yourself in a better mood!



We are in the business of helping people and we can do that better by listening, understanding, and communicating better and by picking up the phone when the situation is urgent, or someone is upset.



Happy Drying! Ed

For more EDucated articles, visit accuserve.com.

5 Tips for Resolving Disputes:

1. **Listen** to ALL sides of the dispute and try to better understand each person's perspective. Take good notes.
2. **Be Calm and help everyone keep their emotions in check** as you work together to identify a resolution that works for everyone.
3. **Focus on the Facts and Evidence** to help you find a fair solution. **It's all about the evidence & documentation!**
4. **Look for Compromise and work Collaboratively with everyone.**
5. **Propose a trial resolution to see how everyone feels about your proposal and base your resolution on the facts & evidence.**

MEET ED

Instructor Ed Jones has more than 30 years of experience in the industry, has the title of Master Water Restorer, is an Institute of Inspection Cleaning and Restoration Certification (IICRC)-approved instructor, and has served on the S500-2021 consensus body committee to develop the most recent standard.

