



SPECIALIST ADJUSTERS



Training your staff

We are passionate about teamwork and sharing our technical expertise with our clients to improve knowledge and reduce claim spend. We regularly provide technical training to many of our customers, with an emphasis on practical application in the workplace.



Our training of your staff is flexible to suit your needs: It may take the form of individual members of a client's team spending time out on the road with one of our specialists, to experience what happens during the investigation process. Alternatively, we are able to provide bespoke training seminars for your staff tailored to our clients' specific needs.

Our seminars are delivered by a member of our senior management team, each of whom is expert in his own field.

During our seminars, we provide comprehensive supporting training material, to act as a useful aide memoire for the future.

We always welcome your comments on the training we have provided, through our evaluation and feedback process.

Training can be sector specific or relate to a particular hot topic. We cover a broad range of subjects and recent examples include:

- Fraud investigation specific to liability claims
- Liability claims handling
- Statement taking techniques
- Changes to CPR and their effect upon the insurance industry

If you are interested in benefitting from the considerable expertise Watershed can share with your staff, then please contact:

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