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## Global Bankers' Delivers Telephone Service Skills Training to Combined Insurance

FOR IMMEDIATE RELEASE  
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Global Bankers Institute (GBI) delivered custom Telephone Service Skills training to Combined Insurance, a member of the ACE Group of Companies.

GBI developed and delivered the custom 2-day classroom training program to address specific telephone service needs identified through a Human Capital Performance Improvement (HCPI) Audit and Training Needs Analysis, including increased customer touch point and service quality goals. The program integrated use of a telephone training system to simulate a real-life environment for practicing case studies and role-plays for both inbound and outbound telephone service.

Topics covered included: Telephone Service Challenges, Telephone Service Benefits, Standard Greeting and Closing, Telephone Customers, Customer Needs, Vocal Techniques, Volume, Rate, Enunciation, Inflection, Distractions, Attitude, Phrasing, Listening, Feedback, Probing, Organizing Information, Coordinating Claims Activities,irate Customers, Addressing Mistakes, Handling Communication Barriers, Distraught and Grieving Customers, Ultimatums, Denials, Inappropriate Customers and Escalations.

Combined Insurance was founded in 1922 by W. Clement Stone. As a member of the ACE Group of Companies, Combined Insurance is an insurance provider that offers products in North America, Europe and Asia Pacific. Combined Insurance offers supplemental insurance policies including Disability Insurance, Accident and Sickness Insurance, Critical Care Protector, Cancer Care Protector, Health Insurance, Life Insurance and Medicare Supplement.

The ACE Group is one of the world's largest multiline property and casualty insurers. With operations in 53 countries, ACE provides commercial property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. The ACE Group of Companies includes ACE USA, ACE Agriculture, ACE Westchester, ACE Bermuda, ACE Private Risk Services, ACE Commercial Risk Services, ACE International, ACE Global Markets, ACE Tempest Re and ACE Life.

### **About Global Bankers Institute**

Global Bankers Institute (GBI) is a Training, Communication and Consulting Firm, headquartered in New York's financial district at 245 Park Avenue, dedicated to providing the banking, insurance and financial services community innovative top-quality solutions that yield measurable business results. With locations and representatives around the world, GBI's BEST! Training, Communication and Consulting solutions are based on global best practices. Solutions include Anti-Money Laundering (AML), Branch Management Training, Business Development Training, Career Mapping, Cascading Goals, Certification, Communication Programs, Compliance Training, Customer TouchPoints, Documentation, Ethics Training, Fraud Prevention and Reporting Training, Gap Analysis, Human Capital Performance Improvement (HCPI) Audit, Information Security Training, Key Performance Indicators (KPI), Key Performance Measures (KPM), Leadership Training, Lending Training, Platform Sales, Product Development, Productivity and Quality, Project Management, Quality Assurance, Relationship Selling, Sales and Service Training, Strategic Planning, Supervisory Skills, Systems Training, Teller Training, Train-the-Trainer and Wealth Management.

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*Simply the **BEST!***



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The Global Bankers Institute Pledge:

- GBI will deliver the finest quality programs you have ever used.
- GBI will deliver the most exemplary service you have ever experienced.
- GBI will measure and demonstrate positive return on investment.

The Global Bankers Institute Philosophy:

- A customer-centric approach reflected in every project.
- No surprises - on time, on budget, on point delivery of every solution.
- Communication and collaboration are the basis of our partnership

Our GBI Money Back ROI Guarantee:

- GBI will measure and demonstrate Business Results.
- GBI will meet ROI targets or we refund your fees.
- GBI is proud to introduce this innovative approach to ROI - the first of its kind in our industry.

For more information about Global Bankers Institute, please visit [www.globalbankersinstitute.com](http://www.globalbankersinstitute.com) or contact Dr. Linda Eagle at +1.212.579.5500 x 3106 or [linda.eagle@globalbankersinstitute.com](mailto:linda.eagle@globalbankersinstitute.com).

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