



# College of Insurance

## Insurance Institute of India, Mumbai

### Classroom Workshop on Communication & Presentation Skills (CT-MFI)

(From: 11<sup>th</sup> to 12<sup>th</sup> December, 2024)

#### Program Concept and Objectives:

Good Communication and presentation skills are indispensable not only in Insurance Marketing, Customer Service and Relationship but also in effective Management and Leadership. The nature of Insurance Product being intangible to begin with and essentially long term, continuous and meaningful customer engagement is needed. At the same time, it cannot be said that all the Insurance employees are good communicators. Often, the good communication and presentation skills are the differentiators between two, otherwise equally sincere, able and hardworking employees.

While the strongly perceived need of training on Communication and Presentation Skills among Insurance employees is nothing new, very few training programs go beyond theoretical concepts and may not effectively serve the requirement. With this specific need in mind, this two day training module on Communication and Presentation Skills is designed for a hands-on experience in the workshop model which also includes a Micro Lab where the participants can observe the recording of their own presentation and get feedback from other participants to gain an invaluable insight and learning.

#### Key Takeaways from the Program:

- Communication Essentials
- Communication and Interpersonal Relationships
- Presentation Skills, Public Speaking
- Drafting Skills
- Conflict Management- Dealing with hostile and angry customers
- Collaboration- Working in Teams

#### Participant Profile:

Junior to Mid-level executives working in Marketing, Sales, Customer Service and Engagement, Managing Teams and Leadership.

#### Program Coordinator:

Dr. Sanjay Tupe

022-69654203

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#### Program Duration & Timing:

2 days & from 10.00 a.m. to 05.00 p.m.

#### Program Fees:

- **Participants requiring residential facilities: Total amount Required –Rs. 11800/- i.e. (Rs. 10000/- plus 9% CGST + 9% SGST).**

The fees cover tuition, course material, A/C single room accommodation in the Institute's campus and full boarding (bed tea/coffee, breakfast, lunch, light refreshments in the evening and dinner). All rooms are fully furnished with attached bathroom and Internet facility.

Rooms are reserved from 12.00 noon onwards the day prior to the commencement of the program. The participants can stay till 12.00 noon next day after the conclusion of the program.

- **Non-residential participants: Total amount Required –Rs. 8496/- i.e. (Rs. 7200/- plus 9% CGST + 9% SGST).**

The fees cover tuition, course material and day boarding (i.e. tea/coffee during tea breaks and lunch for actual days of training).

#### Payment Terms and Conditions:

- 1) The payment should be received by the College of Insurance before the commencement of the program.
- 2) The confirmation of registration for the program will be subject to receipt of payment.
- 3) Please see below details for Bank Transfer.

Name of the Beneficiary	Insurance Institute of India
Account No.	004010100143462
IFS Code	UTIB0000004
MICR Code	400211002
Swift Code	AXISINBB004
Name of Bank	Axis Bank Ltd
Address	Branch - Fort Branch Address - Universal Insurance Building, Ground Floor, Sir P M Road, Fort, Mumbai - 400001.



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4) For online payment mode by following the below link

[https://www.insuranceinstituteofindia.com/o/COI\\_WebPortal/cmc/eventDetails?eventid=2263](https://www.insuranceinstituteofindia.com/o/COI_WebPortal/cmc/eventDetails?eventid=2263)

## Program Venue, Location and Parking:

### Program Venue:

College of Insurance,  
Insurance Institute of India,  
C-46, G-Block, Bandra-  
Kurla Complex,  
Mumbai - 400 051 India.

Please follow the link /  
scan QR Code for  
training venue.



<https://qrgo.page.link/qs2Qb>

Public parking available at 5 minutes walking distance (Behind US Consulate).

## Program Team:

Ms. Nilambari Bagde	<a href="mailto:college_insurance@iii.org.in">college_insurance@iii.org.in</a>	022-69654234
Ms. Yogeeta Kulkarni		022-69654255
Mr. Sujay Mahadik		022-69654251
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Ms. Jayashree Salian		022-69654249
Ms. Mrunal Satam		022-69654216