



College of Insurance

Insurance Institute of India, Mumbai

Workshop on Soft Skills for team leaders(CT-WSSTL)

(From: 20th to 21st February, 2025)

Program Concept and Objectives:

Stanford Research Institute International determined that 75% of the long-term success in a given job role is based on a mastery of soft skills, and only 25% of that job success comes from technical skills. Undoubtedly the results from soft skills training are impressive and their applicability at work place have not been exaggerated to say the least. The soft skills are intangible, non-technical, non-domain specific, experience based, behavioural and trans-situational and hold special importance to Insurance business. Soft skills are crucial for gaining new clients, improving customer service metrics, and building a stronger team dynamic. This could result in Growth in productivity and improvement in sales, Employee retention, Customer Service standards, Goodwill building.

Keeping the above background in view, the College of Insurance has designed a two days training program on soft skills which will be conducted in workshop mode to give the participants a hands-on feel and learning by participation.

Key Takeaways from the Program:

The participants of the Program would get experience, insights and tools to understand and practice the following

- Communication
- Interpersonal Relationships through Self Awareness
- Work Ethic & Team Work
- Time Management
- Analytical and Critical thinking
- Emotional intelligence
- Conflict management
- Leadership

Participant Profile:

Junior to Middle Managers from Sales, marketing, operations, New Team leaders of Life, General and Health Insurance companies and executives from Corporate Agents, Banks as well as Brokers.

Program Coordinator:

Mr. Krishnamohan Y

022-69654209

Email: ymohan@iii.org.in



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Program Duration & Timing:

2 day & 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. 4248/- 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=2313

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://qrگو.page.link/qs2Qb>

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

Program Team:

Ms. Nilambari Bagde	college_insurance@iii.org.in	022-69654234
Ms. Yogeeta Kulkarni		022-69654255
Mr. Sujay Mahadik		022-69654251
Ms. Akshara Nagpal		022-69654266
Ms. Jayashree Salian		022-69654249
Ms. Mrunal Satam		022-69654216