



भारतीय बीमा संस्थान
**INSURANCE
INSTITUTE OF
INDIA**

Seminar on Emerging Challenges in Human Resource Management of Insurance Industry

23rd February 2024 – 10.00 am to 02.00 pm



भारतीय बीमा संस्थान
**INSURANCE
INSTITUTE OF
INDIA**

Auditorium, 1st Floor, Insurance Institute of India
Plot No. C-46, G Block, Bandra-Kurla Complex, Mumbai – 400 051.

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INSURANCE INSTITUTE OF INDIA & COLLEGE OF INSURANCE

Insurance Institute of India (III) was formed in 1955 as a Federation of Insurance Institutes for the purpose of building academic and professional capacity for the insurance industry. The Indian Insurance Industry, SAARC countries and many other developing insurance markets recognize the Institute as a pioneer in insurance education, that addressing the causes of building and developing professionalism and responds to the academic needs of the industry. III certifications are internationally recognized. III works closely with the Insurance Regulatory and Development Authority of India (IRDAI) in conducting mandatory training and testing of insurance intermediaries.

III works in collaboration with prestigious bodies like the Institute of Global Insurance Education (IGIE), International Insurance Society (IIS), Insurance Development Forum (IDF), Chartered Insurance Institute (CII-UK), American Institute for Chartered Property Casualty Underwriters (AICPCU), Federation of State Insurance Organizations of SAARC Countries, Chambers of Commerce and Industry, Universities and other academic bodies.

College of Insurance (COI), the training arm of III, founded in 1966, provides training in all technical and functional domains of Insurance. A large number of entities in India and abroad, including private and public sector insurers, brokers, surveyors, third party administrators, purchasers of insurance and others benefit from COI's classroom sessions, workshops, seminars, industry research and knowledge sharing activities. COI has a campus in Kolkata, catering to the academic needs of the Eastern and North Eastern Regions of India and those of the neighboring countries.

COI/III collaborates with multiple Central Government and State Government agencies, academic institutions and other entities in India and abroad to improve their technical capabilities through training, research and consultancy assignments.

Insurance Institute of India organizes seminars on Insurance periodically to increase knowledge and awareness of general public and for positioning the Institute and the College of Insurance in the industry. The broad categories of seminars that we conduct are as follows:

- Seminar Category I - Bonding by Professionalism (BBP)
- Seminar Category II - Look Deep (LD)
- Seminar Category III - Look Beyond (LB)
- Category Four - One-off Conferences (OOC)

Seminar Category III - Look Beyond (LB): This type of seminars will be conducted either on a proactive or futuristic theme related to a new area of insurance. It can focus on an existing challenge, an emerging situation or an elusive problem. The theme can be picked up from a news item or emanate from a felt need of one or more insurers/ interest groups.

CONCEPT OF THE SEMINAR

III is conducting a seminar on **23rd February 2024** on the topic "**Emerging Challenges in Human Resource Management of Insurance Industry**" under the Seminar Category "Look Beyond".

The thought process behind the seminar is as follows:

Insurance industry plays a vital role in mitigating risks and providing financial protection to individuals, businesses across spectrum and organizations. Traditional channel of distribution is still agency in spite of digitization and building a strong technology driven ecosystem. However, the concern for insurers would be the attrition levels in Agency Channel. As on December 2023, ₹ 5 lakh life insurance agents got terminated and has wider implications on the overall growth trajectory.

The other challenge which the industry facing today is the talent acquisition and employee engagement. Anticipating and proactively addressing challenges of employees, rethinking the employee value proposition in a post-pandemic world have gone a long way in employee retention. It's all about highlighting why our employees are more than just team members. They're the backbone of our success. Strong future lies in the vitality of investing in retention. A happier and healthier workplace will lead to heightened focus, improved problem-solving capabilities and ultimately increased productivity levels.

Considering the above two crucial for the success of insurance industry, the theme for the seminar is "**EMERGING CHALLENGES IN HUMAN RESOURCE MANAGEMENT IN INSURANCE INDUSTRY**".

Under this seminar, we will have the below Panel Discussions factoring the above mentioned theme.

Panel 1: Talent Acquisition and Retention: Focus Employees

Panel 2: Enhancing Strength, Productivity and Retention: Focus Agents

III is confident that the outcome of this deliberations is going to immensely benefit the industry in general and Human Resource Function in particular. This will go a long way in realizing the ultimate goal of "Insure India 2047".

Who should attend?

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|-------------------------------------------------------------|----------------------|
| ✓ HR and Training Heads | ✓ Sales Heads |
| ✓ Agency Channel Heads | ✓ Managers and above |
| ✓ Sales Managers/Agency Development Managers/Variable Heads | ✓ Agents |
| | ✓ MDRT |