

## Classroom Training Session on Workshop on Soft Skills for Junior and Mid-level Operations Executives (CT) from 18 to 19 August, 2026



### Program Concept and Objectives:

In today's fast-changing, tech-driven insurance ecosystem, soft skills are no longer 'nice-to-have'—they are critical enablers of leadership, collaboration, and customer trust. New-generation managers and executives must combine emotional intelligence with digital fluency, adaptability, and resilience to thrive in hybrid workplaces and customer-centric environments.

This program equips participants with future-ready interpersonal and behavioral skills that directly impact productivity, engagement, and organizational success.

### Objectives

- Build empathetic communication and active listening for diverse teams and customers.
- Master digital collaboration etiquette for hybrid and remote work.
- Enhance emotional intelligence and adaptability for managing change and uncertainty.
- Develop customer-centric relationship skills aligned with service excellence.
- Apply time and stress management techniques for high-performance roles.

### Program Content

- Smart Communication in a Digital World: Email, chat, video etiquette, and clarity.
- Customer Engagement & Relationship Management: Building trust and loyalty.
- Team Collaboration & Conflict Resolution: Working across functions and geographies.
- Emotional Intelligence & Resilience: Managing stress and ambiguity.
- Presentation & Storytelling Skills: Impactful delivery for virtual and in-person settings.
- Adaptability & Growth Mindset: Thriving in change and innovation.
- Professional Branding: Workplace etiquette and personal credibility.

### Key Takeaways from the program:

- Communicate effectively across channels and cultures.
- Build stronger customer and team relationships.
- Demonstrate resilience and adaptability in dynamic environments.
- Improve productivity and reduce stress through practical tools.
- Enhance leadership readiness for future roles.

**Participant Profile:** Junior to mid-level managers and executives from sales, marketing, operations, and customer service in life, general, health, and reinsurance companies; executives from corporate agents, banks, and brokers.

**Program Date:** 18-19 August 2026

**Program Duration:** 2 days (CT)

**Program Time (IST):** 10.00 AM to 05.00 PM

**Program Coordinator:** Dr. Ramesh Kumar Satuluri, Faculty, Email: [ramesh@iii.org.in](mailto:ramesh@iii.org.in), Contact No: 022-69654263.

### Program Fees:

- **Participants requiring residential facilities:** Total amount Required – Rs. 12980/- i.e. (Rs. 11000/- 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. 9440/- i.e. (Rs. 8000/- plus 9% CGST + 9% SGST).  
(The fees cover tuition, course material and day boarding (i.e. breakfast, lunch and tea/coffee during tea breaks for actual days of training).)

### PROGRAM VENUE:

College of Insurance, Insurance Institute of India,  
Plot No. C-46, G-Block, Bandra-Kurla Complex, Mumbai - 400 051.  
Please follow the link / scan QR Code for training venue



<https://qr.go.page.link/qs2Qb>

Program ID : CPC

### PROGRAM TEAM:

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