

Classroom Training Session on Communication & Presentation Skills for connecting with Millennials and Gen-Z Customers (CT) (Program ID: CPC)

8 - 9 December, 2025

Program Concept and Objectives:

In an era defined by rapid technological advancements and evolving consumer preferences, Millennials and Gen-Z customers are shaping the future of industries, including insurance. These digitally-savvy, socially-conscious generations demand authenticity, seamless communication, and personalized experiences from service providers. For insurance companies, effectively connecting with these cohorts require a fresh approach to communication and presentation.

To remain competitive, it is imperative for professionals in sales and operations to understand the unique characteristics of Millennials and Gen-Z customers, adapt their communication styles, and deliver compelling presentations that resonate with this audience.

This two-day classroom workshop aims to equip participants with:

- **Insight into Generational Traits:** Understanding the attitudes, values, and preferences of Millennials and Gen-Z customers.
- **Effective Communication Strategies:** Adapting communication styles to build trust, engagement, and credibility.
- **Presentation Excellence:** Developing impactful presentation skills to capture attention and deliver key messages effectively.
- **Leveraging Technology:** Utilizing digital tools and platforms to enhance communication and engagement with younger audiences.
- **Building Relationships:** Techniques for fostering long-term relationships with Millennials and Gen-Z customers through empathetic and customer-centric approaches.

Key Takeaways from the Program: By the end of the workshop, participants will be able to:

- Tailor their communication strategies to align with the expectations of younger generations.
- Create impactful presentations that leave a lasting impression.
- Build stronger connections with Millennials and Gen-Z, enhancing customer satisfaction and loyalty.
- Improve their confidence and professionalism in customer interactions.

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

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 Coordinator: Mr. Krishnamohan Y, Faculty, Email ID: ykmohan@iii.org.in, Contact No: 022-69654209

Program Date:
8 to 9 December 2025

Program Duration:
2 days (CT)

Program Time (IST):
10.00 AM to 05.00 PM (6 Hrs. Every Day)

Ms. Nilambari Bagde	Any help/queries mail to college_insurance@iii.org.in	022-69654234
Ms. Yogeeta Kulkarni		022-69654255
Mr. A. G. Madwal		022-69654254
Mr. P. H. Ekke		022-69654284
Ms. Akshara Nagpal		022-69654266
Ms. Meghana Shrivastava		022-69654249
Ms. Sneha Pednekar		022-69654270
Ms. Mrunal Satam		022-69654216

