

**College of Insurance**  
**Insurance Institute of India, Mumbai**  
**Classroom Workshop on Communication & Presentation Skills**  
**Program ID- CPL53 (From: 11<sup>th</sup> – 12<sup>th</sup> December 2023)**

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**Relevance of the Program:-**

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.

Program Mode: Combination Classroom sessions with case studies and Workshop including a Micro Lab. Both experienced in-house faculties of Col-III and external professionals will be involved.

**Program Inputs:-**

- 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's Profile:-**

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

**Course Coordinator:-**

Mr. V Jayanth Kumar – 022-69654285      Email: [vjayanth@iii.org.in](mailto:vjayanth@iii.org.in)

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**Program Duration & Timing: -**

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

**Course 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.

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

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4) For online payment mode by following the below link

[https://www.insuranceinstituteofindia.com/o/COI\\_WebPortal/cmc/eventDetails?eventid=1909](https://www.insuranceinstituteofindia.com/o/COI_WebPortal/cmc/eventDetails?eventid=1909)

**Training Venue:-**

Please follow below link / QR Code for Training Venue

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



**Parking Facility:-**

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

**Respond to:-**

Mr. Vivek Rane	<a href="mailto:college_insurance@iii.org.in">college_insurance@iii.org.in</a>	022-69654284
Ms. Nilambari Bagde		022-69654234
Ms. Snehal Vartak		022-69654251
Ms Vrushali Nagawekar		022-69654266
Ms Jayashri Salian		022-69654249
Ms. Sneha Pednekar		022-69654270
Ms. Mrunal Satam		022-69654216

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**Nomination Form:-**

- 1) Name: \_\_\_\_\_
- 2) Address: \_\_\_\_\_
- 3) Educational Qualification: \_\_\_\_\_
- 4) Date of Birth: \_\_\_\_\_
- 5) Position Held.: \_\_\_\_\_
- 6) Mobile No : \_\_\_\_\_
- 7) Telephone No. : \_\_\_\_\_
- 8) E-Mail: \_\_\_\_\_
- 9) Alternate E-Mail: \_\_\_\_\_
- 10) Sponsoring Organisation: \_\_\_\_\_

Please affix  
your  
photograph  
here

11) Food preference: ☐ Vegetarian ☐ Non-Vegetarian

12) Accommodation Required: ☐ Yes ☐ No

13) Details of Fee Paid: Cheque / D.D. No. \_\_\_\_\_ dt. \_\_\_\_\_  
Drawn on \_\_\_\_\_ Bank, for Rs. \_\_\_\_\_

\_\_\_\_\_  
Signature & seal of the authority  
of the Sponsoring organisation

\_\_\_\_\_  
Signature of the Participant

\*Name of Co-ordinator: \_\_\_\_\_

Mobile No: \_\_\_\_\_ Tel. No.: \_\_\_\_\_

Email-Id.: \_\_\_\_\_ Company Name: \_\_\_\_\_

\*This column is mandatory for those participants who are sponsored by company.