

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

- Communication Skills
- Customer Service and Relationship Management
- Teamwork and Collaboration
- Time Management and Productivity
- Emotional Intelligence
- Professionalism and Workplace Etiquette
- Basic Selling Skills
- Adaptability to Change
- Stress Management
- Presentation Skills

### Participant Profile:

Junior to Mid-level Executives from Sales, marketing, operations of Life, General and Health and Re-Insurance companies and executives from Corporate Agents, Banks as well as Brokers.

### 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).)

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### Program Date & Duration:

16 to 17 February 2026, 2 days (CT)

### Program Time (IST):

10.00 AM to 05.00 PM (6 Hrs. Every Day)

Program ID: CPC