

College of Insurance
Insurance Institute of India, Mumbai
Classroom Training Session on Workshop on Soft Skills for team
managers and team leaders
Program ID – CPC7
(From: 12th to 14th June 2023)

Relevance of the Program:-

When we think about training in the workplace, soft skills can often be overlooked because they're not as tangible as 'hard skills' like coding or advanced Excel skills. But developing soft skill training for employees is just as important as technical skills.

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 overstated to say the least.

Hard skills relate to the core business of an organization, such as writing skills, computer networking skills, machine operation, business analysis, design, and construction. Soft skills deal more with interpersonal relationships and involve skills like conflict resolution, communication, listening, problem-solving, Emotional Intelligence etc. and these are essential at work place for team managers and team leaders, as these managers very often deal with human beings.

The soft skills are intangible, non-technical, non-domain specific, experience based, behavioural and trans-situational.

How does soft skills training impact Businesses?

soft skills are crucial for gaining new clients, improving customer service metrics, and building a stronger team dynamic.

There are many inherent benefits to organizations from the soft skills training program with positive impact and a few of them are

- Growth in Productivity and improvement in sales
- Employee retention
- Customer Service standards.

Program Objectives:-

The Skills we cover in the Work Shop are

1. Communication
2. Interpersonal
3. Team Work
4. Time Management
5. Critical thinking
6. Emotional intelligence
7. Conflict management
8. Leadership

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Participant's Profile:-

Managers in sales and operations/CRM departments of BFSI sector managing teams responsible for team management and performance

This is a Work-shop

We see our participants to work on their competencies and learn the skills gaps. This is possible with work-shop type of Environment where, concrete action-oriented purpose and also the aim is to find resolution for the current challenges at the work place.

The participants achieve these by way of role-play scenarios, Group discussions, experience sharing. The advantage of work-shop learning is that every participant is involved in action on the critical learning aspects of the program.

Course Coordinator:-

Mr Krishnamohan Y– 022-26544209 Email: ykmohan@iii.org.in

Program Duration & Timing: -

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

Course Fees:-

- **Participants requiring residential facilities: Total amount Required –Rs. 17700/- i.e. (Rs. 15000/- 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. 12744/- i.e. (Rs. 10800/- 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.

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3) Please see below details for Bank Transfer.

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

4) For online payment mode by following the below link

https://www.insuranceinstituteofindia.com/o/COI_WebPortal/cmc/regDetails.htm?eventid=1706

Training Venue:-

Please follow below link / QR Code for Training Venue

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



Parking Facility:-

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

Respond to:-

Ms. M. M. Satam	college_insurance@iii.org.in	022-26544216
Ms. J. P. Salian		022-26544324
Ms. V. V. Nagwekar		022-26544266
Ms. S. H. Vartak		022-26544251
Ms. N. B. Bagde		022-26544234
Mr. P. D. Palav		022-26544254
Mr. V. M. Rane		022-26544297

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Nomination Form

1) Name: _____

2) Address: _____

Please affix
your
photograph
here

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: _____

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.**