

Virtual Training Session on Communication Etiquette-Customer Service Program ID-CPL38 (17th August 2023)



It is very well known that Communication forms essential ingredient of Customer Service. It helps transform favourable moments of truth to Customer Delight and serious grievance to manageable affair, gives opportunity to the Insurer to effect service recovery. There is a continuous need to upgrade our skills to suit changing customer behavior and preferences and also includes digital and social media. While face to face interaction is nowadays reducing, the digital means of communication such as emails, WhatsApp messages and calls, communications through other social media channels are increasing. The Insurance companies would therefore expect their Customer service teams to be adept, aware and being able to effectively connect and communicate with the customers.

With this background, this 3-hour virtual session attempts to, refresh and re-equip with necessary competencies, the frontline employees and Supervisors of Customer Relationship management teams, Claims, Policy servicing who communicate with customers on day-to-day basis.

COI has created 'Virtual Training (CVT) Rooms' to conduct training program in a cost-effective manner for participants to equip themselves academically at their respective locations.

Program Objectives: The program aims to cover the following subjects and develop the understanding, insight in the participants on face to face as well as written communication skills.

- Understanding Customer Concerns and human needs
- Drafting customer communications
- Endeavoring happy Customer Interface
- Fundamentals of face-to-face communication techniques

Program Methodology:-

- The communication Coach/expert will deal the session through presentation, examples and exercises

Participant's Profile: The program is designed for teams in the Customer Relationship Management wing of Insurance companies, Policy service, Claims and concerned supervisors.

Duration	Date	Time (IST)	Hours
One Day	17 th August 2023	10.00 hrs. - 1.00 hrs.	3 Hours

Course Fees: Rs.1770/- (Rs.1500/- + 9% CGST + 9% SGST)

How to enroll: [Click here for Registration](#) and for any help/queries please mail to college_insurance@iii.org.in

Certificate of Participation: Online Certificate in PDF format will be issued to all the participants.

Programme Coordinator: Mr. V. Jayanth Kumar, (Email id: vjayanth@iii.org.in Contact no. 022 - 26544285)

For enrolment and technical support call	Mr. Vivek Rane	022-26544297	Ms Vrushali Nagawekar	022-26544266
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