

GHANA INSURANCE COLLEGE

2023 SHORT COURSES CALENDAR FOR INSURANCE AND NON-INSURANCE COMPANIES

S/N	DATE	COURSE TITLE	TARGET GROUP
1	JANUARY 26 TH – 27 TH	ACHIEVING EXCELLENCE IN CUSTOMER SERVICE	MARKETING EXECUTIVES, CUSTOMER SERVICE EXECUTIVES, BROKERS, RELATIONS MANAGERS FOR BANKS
2	FEBRUARY 2 ND – 3 RD	MANAGING INSURANCE FRAUD IN A DIGITIZED ERA	CLAIMS MANAGERS, UNDERWRITING MANAGERS, BROKERS
3	16 TH – 17 TH	INTRODUCTION TO POWER BI FOR BUSINESS ANALYTICS	ACCOUNT OFFICERS, ACTUARIES, IT OFFICERS, REINSURANCE OFFICERS
4	23 RD – 24 TH	CUSTOMER PROFILING TECHNIQUES AND PROCEDURES	MARKETING EXECUTIVES, BRANCH MANAGERS, BROKERS
5	MARCH 9 TH – 10 TH	COMPETENCE DEVELOPMENT FOR FRONTLINE EXECUTIVES	CUSTOMER SERVICE STAFF, FRONTLINE EXECUTIVES
6	16 TH – 17 TH	IMPACT OF RISK BASED SUPERVISION ON INSURANCE OPERATIONS	COO'S, RISK MANAGERS, COMPLIANCE MANAGERS, UNDERWRITING MANAGERS, BROKERS
7	23 RD – 24 TH	THE IFRS 15 FRAMEWORK	CFO, INTERNAL AUDITORS, FINANCE MANAGERS, ACCOUNT MANAGER, ACTUARIES, LEGAL PRACTITIONERS
8	APRIL 5 TH – 6 TH	LEADING THROUGH RESILIENCE AND AGILITY	HUMAN RESOURCE MANAGERS, COO'S, BRANCH MANAGERS, ALL HEADS OF DEPARTMENT
9	20 TH – 21 ST	FINANCIAL OPERATIONS UNDER IFRS 9	CFO, INTERNAL AUDITORS, FINANCE MANAGERS, ACCOUNT MANAGERS, ACTUARIES,
10	27 TH – 28 TH	AGENCY MANAGEMENT	SALES MANAGERS, BRANCH MANAGERS, UNIT HEADS, BROKERS
11	MAY 11 TH – 12 TH	IMPACT OF OPERATIONAL DECISION ON SOLVENCY MARGINS	COO's, CFO's RISK MANAGERS, FINANCE MANAGERS, CLAIMS MANAGERS, UNDERWRITING MANAGERS, ACTUARIES
12	18 TH – 19 TH	MEASURING AND MANAGING CUSTOMER SATISFACTION	MARKETING EXECUTIVES, BRANCH MANAGERS, BROKERS
13	25 TH – 26 TH	REINSURANCE RECOVERIES TECHNIQUES	CLAIMS MANAGERS, UNDERWRITING MANAGERS, BROKERS REINSURANCE STAFF
14	JUNE 8 TH – 9 TH	MARKETING EXCELLENCE - ESSENTIAL PRINCIPLES AND BEST PRACTICES	MARKETING EXECUTIVES, BRANCH MANAGERS, BROKERS, AGENTS
15	15 TH – 16 TH	CLAIMS INVESTIGATION AND COMMUNICATION SKILLS (NON-LIFE)	CLAIMS MANAGERS, UNDERWRITING MANAGERS, BROKERS

16	22 ND – 23 RD	DRIVING PERFORMANCE THROUGH ADAPTIVE LEADERSHIP TOOLS	HUMAN RESOURCE MANAGERS, COO'S, BRANCH MANAGERS, ALL HEADS OF DEPARTMENT
17	JULY 6 TH – 7 TH	INSURANCE FOR NON-INSURERS	CUSTOMER SERVICE STAFF, FRONTLINE EXECUTIVES, ACCOUNT OFFICERS, NEW ENTRANT IN INSURANCE, HR MANAGERS
18	13 TH – 14 TH	INNOVATION STRATEGIES FOR BANCASSURANCE BUSINESS	MARKETING EXECUTIVES FOR BANKS, MARKETING EXECUTIVES, BROKERS
19	20 TH – 21 ST	OPTIMIZING PROFIT USING EFFECTIVE REINSURANCE ARRANGEMENTS	REINSURANCE STAFF, TECHNICAL STAFF, RISK OFFICERS, INTERNAL AUDITORS, ACTUARIAL STAFF
20	27 TH -28 TH	MANAGING LIFE AND DISABILITY CLAIMS	ACCOUNT OFFICERS, UNDERWRITING OFFICERS, CLAIMS OFFICERS
21	AUGUST 10 TH – 11 TH	INVESTMENT ALTERNATIVE FOR INSURANCE PREMIUMS AND LIFE FUNDS	COO'S, RISK MANAGERS, COMPLIANCE MANAGERS, UNDERWRITING MANAGERS
22	17 TH – 18 TH	UNDERWRITING STRATEGIES FOR EMERGING INSURANCE AND REINSURANCE LANDSCAPE	CLAIMS MANAGERS, UNDERWRITING MANAGERS, BROKERS
23	24 TH – 25 TH	INNOVATIVE BROKING STRATEGIES	MARKETING EXECUTIVES, BROKERS
24	30 TH – 1 ST SE	OPTIMIZING STRATEGIES TO IMPROVE MARINE INSURANCE RISK	CLAIMS MANAGERS, UNDERWRITING MANAGERS
25	SEPTEMBER 7 TH - 8 TH	ACHIEVING SUPERVISORY EXCELLENCE FOR BRANCH MANAGERS	MARKETING EXECUTIVES, BRANCH MANAGERS, BROKERS
26	14 TH – 15 TH	PEOPLE MANAGEMENT AND TEAM LEADERSHIP	HUMAN RESOURCE MANAGERS, COO'S, BRANCH MANAGERS, ALL HEADS OF DEPARTMENT
27	19 TH – 20 TH	UNDERSTANDING BALANCE SHEET AND FINANCIAL RATIOS	FINANCE MANAGERS, ACCOUNT MANAGERS, ACTUARIES
28	OCTOBER 5 TH – 6 TH	RISK BASED UNDERWRITING	COO'S, RISK MANAGERS, COMPLIANCE MANAGERS, UNDERWRITING MANAGERS
29	26 TH – 27 TH	MODERN CLAIMS PROCESS TO ENHANCE CUSTOMER EXPERIENCE	CLAIM MANAGERS, CUSTOMERS SERVICE MANAGERS, UNDERWRITING MANAGERS

2023 COURSES FOR BRANCH OFFICES

S/N	DATE	COURSE TITLE	TARGET GROUP
1.	JANUARY 19 TH – 20 TH	SALESFORCE LEADERSHIP AND MANAGEMENT	SALES MANAGERS, BRANCH MANAGERS, UNIT HEADS, TERRITORY MANAGERS
2.	FEBRUARY 9 TH – 10 TH	BUILDING SALES RELATIONSHIP	SALES AGENTS, SALES OFFICERS, SALES EXECUTIVES
3.	MARCH 2 ND – 3 RD	ENHANCING THE CUSTOMER JOURNEY	ALL STAFF
4.	APRIL 13 TH – 14 TH	PRODUCT KNOWLEDGE AND SALES EXCELLENCE	SALES AGENTS, SALES OFFICERS, SALES EXECUTIVES
5.	JUNE 1 ST – 2 ND	PROSPECTING AND LEAD GENERATION	SALES AGENTS, SALES OFFICERS, SALES EXECUTIVES, SALES MANAGER, BRANCH MANAGERS, UNIT HEADS, TERRITORY
6.	OCTOBER 10 TH – 11 TH	SELLING FOR NON-SALES EXECUTIVES	ACCOUNTANTS, UNDERWRITERS, FRONT DESK EXECUTIVES