

GHANA INSURANCE COLLEGE
2025 SHORT COURSES CALENDAR FOR LIFE INSURANCE, NON-INSURANCE AND
REINSURANCE COMPANIES

S/N	DATE	COURSE TITLE	TARGET GROUP
1.	JANUARY 30 TH -31 ST	INSURANCE FOR BEGINNERS AND NON – INSURERS	MARKETING AND SALES DEPARTMENT STAFF, BROKERS, BANKS,
2.	FEBRUARY 13 TH – 14 TH	ENTERPRISE RISK MANAGEMENT FOR STRATEGIC DECISION-MAKING	CONTROL FUNCTION MANAGERS, AND OPERATIONAL MANAGERS
3.	20 TH – 21 ST	CLAIMS MANAGEMENT STRATEGIES	OPERATIONAL DEPARTMENT STAFF, BROKERS
4.	27 TH – 28 TH	OPTIMIZING THE SALES PROCESS FOR SALES EXCELLENCE	MARKETING AND SALES DEPARTMENT STAFF, BROKERS, BANKS
5.	MARCH 13 TH – 14 TH	RISK ASSESSMENT AND UNDERWRITING FOR PROFESSIONAL INDEMNITY INSURANCE	CONTROL FUNCTION STAFF, OPERATIONAL DEPARTMENT STAFF AND BROKERS
6.	27 TH – 28 TH	ENTERPRISE LEADERSHIP FOR TRANSFORMATION	HUMAN RESOURCE MANAGERS, COO’S, INTERNAL AUDITORS, FINANCE MANAGERS,
7.	APRIL 3 RD – 4 TH	THE NEW RBS AND SOLVENCY REGIME	CONTROL FUNCTION MANAGERS, OPERATIONAL MANAGERS

8.	7 TH – 10 TH	GIC / MITC EDUCATION WEEK IN MALTA	CONTROL FUNCTION DEPARTMENT STAFF, OPERATIONAL DEPARTMENT STAFF, MARKETING AND SALES STAFF, BROKERS
9.	24 TH – 25 TH	AGRIC INSURANCE UNDERWRITING- A NEW PARADIGM	OPERATIONAL DEPARTMENT STAFF, MARKETING AND SALES DEPARTMENT STAFF, BROKERS
10.	29 TH – 30 TH	BUILDING AND MANAGING BROKER RELATIONS	MARKETING AND SALES DEPARTMENT STAFF AND BROKERS
11.	MAY 8 TH – 9 TH	OPTIMIZING STRATEGIES TO IMPROVE MARINE INSURANCE RISK	CONTROL FUNCTION DEPARTMENT STAFF, OPERATIONAL DEPARTMENT STAFF, BROKERS
12.	14 TH – 16 TH	MANAGEMENT OF ENGINEERING INSURANCE (RESIDENTIAL)	CONTROL FUNCTION DEPARTMENT STAFF, OPERATIONAL DEPARTMENT STAFF
13.	22 ND – 23 RD	BEYOND CUSTOMER SERVICE	MARKETING AND SALES DEPARTMENT STAFF, BROKERS
14.	29 TH – 30 TH	FRAUD PREVENTION IN A DIGITAL AGE: ADDRESSING FRAUD RISKS	OPERATIONAL DEPARTMENT STAFF, MARKETING AND SALES DEPARTMENT STAFF, BROKERS
16.	JUNE 5 TH – 6 TH	INSURANCE REGULATIONS AND ASSOCIATED DIRECTIVES	CONTROL FUNCTION MANAGERS AND OPERATIONAL MANAGERS
17.	12 TH – 13 TH	AGENCY MANAGEMENT	MARKETING EXECUTIVES, BRANCH MANAGERS, BROKERS, AGENTS
18.	19 TH – 20 TH	DIGITAL INNOVATION IMPACT ON MOTOR INSURANCE DISTRIBUTION CHANNELS	OPERATIONAL DEPARTMENT STAFF, MARKETING AND SALES DEPARTMENT STAFF, BANKS, BROKERS

19.	26 TH – 27 TH	TURNING SALES OBJECTIONS INTO OPPORTUNITIES	OPERATIONAL DEPARTMENT STAFF, MARKETING AND SALES DEPARTMENT STAFF, BANKS, BROKERS
20.	JULY 3 RD - 4 TH	REINSURANCE RECOVERIES AND IMPACT ON INSURANCE SERVICE RESULTS	OPERATIONAL DEPARTMENT STAFF, CONTROL FUNCTION STAFF, MARKETING AND SALES DEPARTMENT STAFF, BANKS, BROKERS
21.	10 TH – 11 TH	ADOPTING AI – POWERED TOOLS TO TRANSFORM BUSINESS	OPERATIONAL DEPARTMENT STAFF, CONTROL FUNCTION STAFF, MARKETING AND SALES DEPARTMENT STAFF, BANKS, BROKERS
22.	17 TH – 18 TH	INSURANCE CORE PRINCIPLES OF IAIS	OPERATIONAL DEPARTMENT STAFF AND CONTROL FUNCTION STAFF
23.	31 ST – 1 ST	COMPETITIVE INTELLIGENCE FOR RETAIL INSURANCE MARKETING	MARKETING AND SALES DEPARTMENT STAFF, BANKS, BROKERS
24.	AUGUST 7 TH – 8 TH	ENVIRONMENTAL, SOCIAL AND GOVERNANCE FOR INSURERS	OPERATIONAL DEPARTMENT STAFF, CONTROL FUNCTION STAFF, MARKETING AND SALES DEPARTMENT STAFF
25.	14 TH – 15 TH	CUSTOMER RELATIONSHIP MANAGEMENT	MARKETING AND SALES DEPARTMENT STAFF, BANKS, BROKERS
26.	28 TH – 29 TH	INCLUSIVE INSURANCE CLAIMS MANAGEMENT	OPERATIONAL DEPARTMENT STAFF
27.	SEPTEMBER 4 TH - 5 TH	MANAGING INSURANCE SERVICE EXPENSE TO IMPROVE SOLVENCY	OPERATIONAL DEPARTMENT STAFF, CONTROL FUNCTION STAFF

28.	18 TH – 19 TH	WORKMEN'S COMPENSATION INSURANCE AND WORKPLACE SAFETY	OPERATIONAL DEPARTMENT STAFF, MARKETING AND SALES STAFF, BROKERS
29.	25 TH – 26 TH	SALES AND MARKETING STRATEGIES IN THE ERA OF DIGITIZATION	MARKETING AND SALES STAFF, BANKS, BROKERS
30.	OCTOBER 9 TH – 10 TH	MANAGING AML RISK: RISK AND BUSINESS ASSESSMENT	OPERATIONAL DEPARTMENT STAFF, MARKETING AND SALES STAFF, BROKERS
31.	23 RD – 24 TH	POWER BI FOR DYNAMIC DASHBOARD DEVELOPMENT	OPERATIONAL DEPARTMENT STAFF, MARKETING AND SALES STAFF, HUMAN RESOURCE OFFICERS, BROKERS

2025 COURSES FOR BRANCH OFFICES -FACE TO FACE

S/N	DATE	COURSE TITLE	TARGET GROUP
1.	FEBRUARY	CLIENT MANAGEMENT STRATEGIES FOR GROWTH AND RETENTION	MARKETING AND SALES DEPARTMENT STAFF
2.	MARCH	STRATEGIC BRAND MANAGEMENT	MARKETING AND SALES DEPARTMENT STAFF
3.		ESG FOR BRANCH OPERATIONS	
4.	APRIL	MANAGERIAL EFFECTIVENESS FOR BRANCH MANAGERS	MARKETING AND SALES DEPARTMENT STAFF
5.	MAY	STRATEGIC ACCOUNT MANAGEMENT IN THE DIGITAL AGE	MARKETING AND SALES DEPARTMENT STAFF
6.	JUNE	ACHIEVING CUSTOMER SERVICE EXCELLENCE	MARKETING AND SALES DEPARTMENT STAFF
8.		FRAUD PREVENTION IN A DIGITAL AGE: ADDRESSING FRAUD RISKS	
9.	JULY	DIGITAL INNOVATION IMPACT ON MOTOR INSURANCE DISTRIBUTION CHANNELS	MARKETING AND SALES DEPARTMENT STAFF
10.	AUGUST	INSURANCE REGULATIONS AND ASSOCIATED RISK	MARKETING AND SALES DEPARTMENT STAFF

NB: Departments explained below:

- OPERATIONAL DEPARTMENT CONSIST OF
 - UNDERWRITING DEPARTMENT
 - CLAIMS DEPARTMENT
 - FINANCE DEPARTMENT
 - CUSTOMER SERVICE DEPARTMENT

- CONTROL FUNCTION DEPARTMENT CONSIST OF
 - ACTUARIAL DEPARTMENT
 - COMPLIANCE DEPARTMENT
 - RISK MANAGEMENT DEPARTMENT
 - INTERNAL AUDITOR DEPARTMENT

- MARKETING AND SALES DEPARTMENT CONSIST OF
 - MARKETING EXECUTIVES
 - SALES EXECUTIVES
 - CUSTOMER SERVICE
 - AGENTS
 - BRANCH MANAGERS