Tailored and experiential training for the insurance industry

We believe in learning by doing. Our experiential approach to learning helps engage participants at a deep level and ensure they gain practical skills that they can apply immediately to the workplace. We will work in close partnership with you to tailor your solutions based on your specific organisational and commercial context.

People skills in insurance
In a complex sector based on relationships but also facing change, disruption and regulatory pressures, first rate interpersonal skills are critical. Personal impact; communicating with impact; being at your best; handling difficult conversations; project management; time management; negotiating;

New joiner programmes
Perfect for graduates, apprentices or on-boarding. Focussing on a blend of commercial, industry and interpersonal skills new joiners need in the insurance industry. Simulations, team activities, tutor-led workshops, case studies, expert inputs, projects, discussions and digital learning.

Commercial skills in insurance
Introducing insurance; introducing reinsurance; measuring and managing value in an insurance business; the commercial drivers of insurance value and performance.

Specialist commercial skills
The impact of claims on insurance performance; investment management in insurance; practical portfolio optimisation; understanding insurance for brokers; understanding the drivers of life business results.

Digital learning on demand
Essential skills delivered online in a flexible and easily accessible format including microlearning, e-learning and virtual learning; introduction to the insurance industry; introduction to reinsurance; Microsoft Office essentials; virtual delivery of any module (except simulations).

Spotlight on Solvency II and IFRS 17
Major changes are being made to the way insurance companies calculate and report information about their capital adequacy and financial performance. An understanding of these changes is vital for anyone seeking to understand the financial position of their own or any other insurance company.
Leading an international insurance business

This simulation gives your people the opportunity to run an insurance business and experience first-hand the strategic, operational and leadership challenges involved. Do they have a practical understanding of the key products and services an insurance company offers? Do they really understand the financial consequences of their decisions? Can they work together to keep proper control over risks and performance? Will they live your organisational values whilst demonstrating a commercially sound approach?

Skills toolkit and takeaways:

- An understanding of the fundamental roles and divisional functions of an insurance and reinsurance business
- Practical tools to deal with challenges, change, stretch and emotional resilience as an individual and as part of a team
- Easily identify the critical business, leadership and financial drivers of an insurance business

The simulation helps bring a practical context to:

- Your company’s strategic and operational plans for sustainable growth by running an insurance company that mirrors your organisation and the marketplace
- The competing priorities of an insurance business in a market of changing needs and emerging distribution channels
- The challenge of driving efficiency in business processes and the effective allocation of resources in the pursuit of operational excellence and world class results
- The strict regulatory environment that insurance companies operate within as well as the wider plans for managing other key stakeholders

Watch the simulation in action in our movie trailer
Risk management in insurance

Products, channels, regulations and market events all play their part in the complex risk frameworks that define the insurance sector. This workshop brings risk management to life though an engaging and insightful risk simulation designed to equip participants to understand risk and learn how to apply straightforward processes for the management of risk throughout the business.

Skills toolkit and takeaways:

- Understand the role and value of risk specialists in the business while also taking responsibility for risk management themselves in their everyday activities
- Identify the main elements of a typical risk management process to identify, analyse, evaluate and handle risks
- Build confidence to speak out if they consider a workplace risk to be unacceptable and where to flag potential issues and seek support

The simulation helps bring a practical context to:

- The risk management culture and processes within your insurance business
- The key risks faced by the business, who is responsible for each risk, and at what point the risk team should be brought into the decision making process
- The key risks an insurance company faces including insurance risk (P&C and Life), credit risk, market risk, liquidity risk and operating risk
- Addressing the risks involved in an insurance business, the nature and impact of those risks, and putting risk management plans into action
Introducing insurance

This workshop helps build participants knowledge and insights of a general insurance business and the insurance industry landscape. It explores, at a high level, the insurance company operating model, how it makes money, manages risk and handles premiums and claims, whilst providing an overview of the key players in the marketplace and their respective roles.

Skills toolkit and takeaways:
- Describe the nature of insurable risks, and the types of risk an insurer chooses to underwrite
- Distinguish between the operations of an insurance company and of specialty insurer operating as a syndicate in Lloyd’s
- Identify how an insurer makes money from operating in the general insurance market

This practical workshop explores:
- Deciding whether a selection of risks are insurable and whether an insurer would consider underwriting them
- Determining the right amount of risk capital an insurer needs in order to pay expenses and claims when they fall due without going bust
- Identifying how insurance transactions are recorded, highlighting how an insurer makes a profit and the many dangers they face that require risk capital
Introducing reinsurance

This workshop explores the important role that reinsurance plays in the insurance marketplace. It provides a practical context as to why insurers use reinsurance, the key players, the buyers and sellers, types of reinsurance and the main reinsurance policies.

Skills toolkit and takeaways:
• Better describe the nature of reinsurance risks and the types of risk a reinsurer chooses to underwrite
• Understand why insurance clients choose to reinsure their risks with a reinsurer
• Quantify some of the high level maths required to adequately reserve for expected and unexpected risks and the impact of reinsurance in freeing up capital
• Identify how a reinsurer benefits from operating in the market for reinsurance

This practical workshop explores:
• Identifying the critical role and level of risk-based capital for an insurer and seeing how capital levels can be reduced through taking out a reinsurance policy
• Deciding whether a reinsurance risk is treaty, facultative, proportional or non-proportional, and the differences between each type
• Calculating the benefits for a reinsurer and the implications for commission payments, when underwriting reinsurance policies for cedants
Measuring and managing value in an insurance business

This workshop explores how performance drivers of an insurance company are quantified in a commercial setting, helping participants understand what drives value creation for insurers and clients.

Skills toolkit and takeaways:
- Understand the different types of risk that insurance clients face and the alternative risk management strategies clients adopt that can overcome these risks
- Articulate how risk management influences investor, and client, requirements
- How an insurance company’s performance is measured and assessed
- The key drivers of insurance company profitability, and the activities that insurers can undertake to increase that profitability
- Clearly articulate how insurance and reinsurance creates value for both clients and the insurer

This practical workshop explores:
- Exploring the objectives of a client seeking insurance, and the risk management options and products available to meet those objectives
- Identifying the commercial objectives of an insurer and how they help create a commercial return
- Determining the capital requirements for an insurance business to identify how insurance, and reinsurance, can act as a value-added tool
The commercial drivers of insurance value and performance

This workshop equips participants with practical financial and commercial skills to analyse the needs of insurance and non-insurance clients and determine how their objectives can be best satisfied. The workshop provides participants with practical risk and financial tools, frameworks and models to utilise back in the workplace.

Skills toolkit and takeaways:

- Better understand what value creation is and how it can be measured
- Work out how to calculate the cost of equity capital for an insurance business
- Identify the fundamental business and financial performance drivers of insurance companies
- Understand the financial impact of traditional insurance solutions on insurance clients and how they create value for both the insurer and the insured
- Be able to assess how insurance and reinsurance solutions can have an impact on the market value of an insurance company

This practical workshop explores:

- Determining the building blocks of value creation and assessment at product and overall business level
- Modelling the performance drivers for insurance companies, and assessing the impact that an insurer’s solutions have on performance
The impact of claims on insurance performance

Effectively managing the claims process can make a big difference to an insurance business. This workshop explores the fundamental drivers of GI performance that support Claims teams in their work in an insurance business.

Skills toolkit and takeaways:

- Explain the performance emphasis on return on equity as a key performance indicator for cross-cycle returns in an insurance business
- Analyse how the underlying drivers of GI performance operate in order to deliver the return on equity, and evaluate the relative impact that each performance driver has on the business
- Identify the shape and drivers of a claims curve in long and short tail business to identify the optimal payment period
- Link the emphasis on the return on equity to an insurer’s ambition to create value, recognising where Claims teams have a role within that ambition

This practical workshop explores:

- The overall performance targets for an insurer that address risk, return and volatility when measuring and managing shareholder expectations
- The financial side of GI performance by generating an acceptable operating return with an appropriate level of capital
- The management of adequate underwriting results in a business by taking the lead in claims as a critical driver of insurance business performance, losses, pricing and risk
Investment management in insurance

This workshop helps participants to understand the key underlying concepts of all investment decisions in a modern insurance business including the expected return and the associated risks, and the contribution of both to an overall investment portfolio.

Skills toolkit and takeaways:

- Understand the processes of portfolio construction and ALM and why these are central to the insurance company operating model
- Be able to value different financial assets such as equities and bonds, and evaluate an asset’s contribution of return and risk to a portfolio of assets
- Understand how the strategic and tactical asset allocations impact on portfolio decisions
- Assess how to use Insurance-Linked Securities to shift insurance risk off the balance sheet

This practical workshop explores:

- Exploring the impact of investment returns and different investment types on insurance performance
- Analysing investment risk and capital management using bonds, equities and other assets
- Modelling the benefits of risk diversification on risk management using Insurance-Linked Securities and interest rate swaps to minimise volatility and enhance returns
- Matching economic assets to insurance liabilities using duration and other techniques
Practical portfolio optimisation

This workshop helps build expertise and market insight to better collaborate with others in order to identify actions that are critical when managing portfolios of risks rather than individual policies.

Skills toolkit and takeaways:

- Identify the strategic measures of portfolio performance and the tactical levers available to managers when looking at portfolio of risks
- Clearly outline a framework for portfolio optimisation and describe the fundamental principles that guide proactive and reactive portfolio management strategy and action
- Set the strategic direction for a portfolio and describe the operational plan for driving performance in the right direction
- Undertake an effective monitoring process of KPIs at the right level of granularity and an appropriate frequency
- Identify issues and opportunities apparent from your monitoring and develop appropriate actions

This practical workshop explores:

- Taking advantage of emerging opportunities, either as the insurance cycle hardens or as new markets become attractive, all in the context of global competition, regulatory demands, and shareholders’ focus on efficient capital management
- Tackling portfolio challenges systematically, including the direction to take, and the practical steps to tackle portfolio issues in ways that stay focused on the business fundamentals
- Digging deeper into portfolio strategy to identify the ways in which portfolio and market dynamics affect the results of a particular business line
- Exploring the contributions that everyone can make through reserving, claims, underwriting, sales, distribution, and others, when considering options for subsequent decision making
Understanding insurance for Brokers

This workshop will provide participants with an insight into the insurance industry from the other side of the desk, and the specialised role that brokers play for both insurance companies and clients.

Skills toolkit and takeaways:

- Understand the critical functions of underwriting, finance, risk, investment management and client service for an insurer in relation to their client
- Demonstrate the principles of setting an appropriate insurance premium to ensure that an insurance business creates value for stakeholders
- Better describe why capital in an insurance company is needed, how it is determined, and how it influences performance
- Show how investment decisions have an impact on profitability and risk
- Identify a broker’s role in matching clients with underwriters and the importance of delivering solutions with best products, prices and terms

This practical workshop explores:

- Exploring the dynamics and performance of an insurer, from setting a premium to establishing the right level of capital
- Running an insurance business to see the direct link between role, function, activity and financial performance
- Adding value through risk specialisation, price negotiation, and relationship management activities between underwriter and client
Understanding the drivers of Life business results

This workshop helps participants identify how meaningful conclusions can be drawn from the financial statements of a life insurer regarding their business performance, current position and future financial health.

Skills toolkit and takeaways:

- Identify the ways in which life and savings products generate income and expenses for an individual year and over time, and the profit signatures that result
- Describe the underlying drivers of value for life and savings products, and the key strategic and financial actions and measures that result
- Explain the key measures of performance for a life business, and the impact these have on strategic and operational challenges facing the sector for both products and distribution channels

This practical workshop explores:

- Measuring the IFRS performance of an individual savings product and the profits that emerge over time
- Identifying the impact of new business sales and the resulting embedded value profits for both new business and the in-force book to see products create value and not just profit
- Calculating the level of capital required to support current and future business
- Exploring the value drivers of charges, expenses, rates, investments, and lapses on a portfolio of products to determine the best operational and strategic focus
Spotlight on Solvency II and IFRS 17

This workshop helps participants navigate the range of new financial reporting requirements introduced by Regulators. It will show where to find the new financial information and how to interpret it in order to find new business opportunities, enhance strategic decision making and inform company analysis and evaluation.

Skills toolkit and takeaways:
- Be able to calculate available capital under Solvency II
- Better explain the principles of calculating the Solvency Capital Requirement under a Solvency II internal model and a standard model
- Use a simplified model to calculate the SCR of a company using the Standard model
- Show how IFRS 17 requires accounts to be constructed and how this differs from US GAAP and Solvency II approaches

This practical workshop explores:
- The alternative sources of financial information available to users of insurance company financial information e.g. Annual Reports, Investor presentations, Solvency and Financial Condition Reports
- The different ways financial information can be reported by insurance companies e.g. GAAP versus Regulatory reporting
- How to compare US GAAP with IFRS 17
- How to interpret the financial information that is reported to draw meaningful conclusions
Digital learning on demand

Essential skills delivered online in a flexible and easily accessible format including microlearning, e-learning and virtual learning.

E-learning

Our short 20 minute e-learning modules are perfect for on-boarding programmes, blending into wider programmes or simply as refreshers for more experienced staff.

Pre-existing modules include:
- Introduction to the insurance industry
- Introduction to reinsurance.

The modules can be hosted on your in-house LMS or accessed from the MDA Training LMS.

We can also custom design any module to meet your precise needs.

Microlearning

Our microlearning is accessible across all major platforms and devices, providing easy access to bitesize 2-5 minute modules.

Our microlearning comes complete with digital support guides and assessments.

Pre-existing modules include:
- Excel modelling
- Outlook
- PowerPoint
- Word.

Just like our e-learning, we can also custom design any module to meet your precise needs.

Virtual learning

Our virtual workshops are approximately two hours in duration. By-and-large, the virtual sessions can be drawn from any of the modules included in this brochure.

We can accommodate up to three sessions in a day with clients having a choice, in advance, of which three they would like delivered in that day.

Our virtual sessions can be delivered in all geographical markets and time zones.
People skills in insurance

In a complex sector based on relationships but also facing change, disruption and regulatory pressures, first rate interpersonal skills are critical. Our people skills modules are designed and delivered in the context of an insurance business so that your people come away with skills, knowledge and insights that are useful and relevant to their roles.

Effective personal impact
Build a brand that helps you grow your career and develop your relationships and network

Handling difficult conversations
Handling difficult conversations effectively will improve the performance of all your people - gaining confidence, taking responsibility and accountability for dealing with challenging issues

Working collaboratively
Creating high levels of ambition and drive around your organisational values, culture and business model is key to ensuring your people work together effectively and conduct themselves in the right way

Managing projects better
Build a practical understanding of the key elements of project management to help everyone to understand their role and impact in a team, and so contribute most effectively to project success

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Communicating with impact
Communicate and present information, ideas and vision in a clear, structured and impactful way

Delivering powerful presentations
Challenge your existing presentation strengths and weaknesses, and so build more effective ways to select, structure and deliver your material

Writing with power and impact
Write in ways that address the original business needs behind each information request, and structured in ways that make the findings clear and the next steps easy to determine

Influencing and negotiating
Reach effective business solutions by thinking, acting, influencing and negotiating in a collaborative way with colleagues to achieve sustainable success

Being at your best
Individual and corporate productivity are improved when your people are at their best most of the time. The ability to be at your best can be life changing for individuals and transformational for organisations

Developing your emotional resilience
Develop your emotional intelligence at work by providing an insight into managing your emotions and behaviour to maximise success in the workplace

Understanding others better using MBTI
Recognise the differences in the ways people think and react as individuals through MBTI, building interpersonal effectiveness and leading to constructive interactions with clients and colleagues

Effective time management
Develop your time management skills, optimising your approach to your efficiency, effectiveness and your environment inside and outside of work

Coaching and mentoring
Effective coaching and mentoring will transform the talent in your organisation by inspiring and motivating your people. Experience a step change through this session

Effective delegation
Mastering delegation is a fundamental skill all managers must possess to prevent them from doing everything themselves, especially as their roles grow

Running effective meetings
This session is designed to develop practical meeting skills that your people can utilise for everyday meetings as well as more formal meetings to ensure successful outcomes are achieved every time

Essentials of management
Apply the fundamental roles and responsibilities when managing individual and teams equipped with the essential tools of management

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New joiner programmes

Our new joiner programmes, whether this be on-boarding, graduate programmes or apprenticeship programmes, all have a proven track record of helping to develop skills and insights essential for anyone entering a role in the insurance industry. We will work with you to design and deliver a solution that supports your people from day one.

Blend of modules designed to meet your learning needs drawn from...

Industry and product skills
Leading an international insurance business
- Measuring and managing value in an insurance business...

Financial and commercial skills
The commercial drivers of insurance value and performance
- The impact of claims on insurance performance...

Interpersonal skills
Handling difficult conversations
- Negotiating
- Project management
- Time management...

...a duration that meets your needs...

A blended approach drawn from: Simulations
- Team activities
- Tutor-led workshops
- Case studies
- Expert inputs
- Projects
- Discussions
- E-learning
- Microlearning
- Films
- Virtual workshops

...delivered in a format that is right for your people...

Solutions aligned to commercial context from outset
- Learning that is tied to back to the workplace throughout
- On demand digital solutions to embed learning back in the workplace
- Follow-up workshops

...and sustained through tried and tested methods.

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