Change management: Getting insurers ready to serve low-income and emerging markets

Join us for this course to learn all about:

The key characteristics of the low-income and emerging markets and why insurers and insurance providers need to make changes in order to serve them effectively.

The importance of managing these changes through a systematic approach.

A practical framework to implement and manage change in an efficient and effective way.

Specific and concrete strategies and tools that other institutions have used to manage the different steps of the change process.

A training hosted by:

College of Insurance

Nairobi, Kenya

March 6 and 7, 2019

Deadline to register
March 1, 2019

Registration fee
KES 20,250

REGISTER HERE
Insurers and insurance providers need to make many changes to serve low-income households and emerging consumers effectively. Successful implementation requires that the process is managed systematically. This brand-new training will equip participants with a detailed framework for change management and provide lessons from institutions that have already gone through a change process.

The primary audience for this training are insurers and intermediaries that undertook an innovation and change project or that are interested in undertaking one in order to start catering to low-income households and/or emerging consumers. Ideally, participants should function at the management or project management level within their organization.

The 1.5-day training aims to build the skills of participants to apply the content in their day-to-day work. Built on adult learning methodologies, the interactive sessions will utilize group work and exercises with lectures kept to a minimum.

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<th>Time</th>
<th>Day 1</th>
<th>Day 2 (morning only)</th>
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<tbody>
<tr>
<td>09:00</td>
<td>Introduction</td>
<td>The change process: Step 5 – Measuring and communicating success</td>
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<tr>
<td>10:00</td>
<td>Why change management matters?</td>
<td>The change process: Step 6 – Mainstreaming change</td>
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<td>11:30</td>
<td>The change process: Step 1 – Driving the process and identifying the desired future</td>
<td>Wrap-up</td>
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<td>14:00</td>
<td>The change process: Steps 2 and 3 – Securing buy-in and organizing for change</td>
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<td>15:30</td>
<td>The change process: Step 4 – Implementing changes</td>
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Registration

For registration, please go to our website and fill out the form: http://www.impactinsurance.org/registration/training-change-management-kenya-2019.

Payment of the participation fee of KES 20,250 should be made preferably by cheque or bank draft before the start of the training on 6 March, 2019. For questions regarding the payment, please contact Ms. Albina Kibunja, through email akibunja@coi.ac.ke or phone: +254 711756529.

Accommodation

Should you wish to book a full board package with the College of Insurance, please contact through email akibunja@coi.ac.ke or phone: +254 711756529.

Trainer

Indira Gopalakrishna is hosted by Equity Insurance Agency (Nairobi, Kenya) where she is leading their digitization, innovation and new product initiatives. She provides technical inputs and project management support for the Facility’s innovation project with the partner. She has more than 12 years of experience in product management & innovation in Singapore and India. Prior to joining the Fellowship Program, Indira worked as a Director of Innovation at Metlife Innovation Centre in Singapore, developing new ideas with the goal to launch disruptive new business models and capabilities for MetLife Asia.

Organizing and supporting organizations

This course is organized by the ILO’s Impact Insurance Facility in partnership with the Kenyan College of Insurance, Africa Re, AFD, FSDA, the GBG Foundation and AKI.

Contact

If you have any questions about the training, please feel free to contact Ms. Albina Kibunja through email akibunja@coi.ac.ke or phone: +254 711756529. More details will be sent to all registered participants nearer the training date.