



IIRM

(A Joint Initiative of IRDAI and
Govt. of Telangana)



LEADERSHIP LED ORGANIZATIONAL EXCELLENCE

5 day Program for Middle Management Insurance Professionals

The current geo-political developments have impacted every economy making the business ecosystem vulnerable. Insurance industry is no exception. The Digital Disruption, Customer Expectations, Regulatory Evolution is causing rapid transformation in the Insurance Industry leading to governance, strategy and talent challenges. The evolving scenarios challenge the sustainability and progress of the organisation.

Mid-level managers are the thrust engines for an organisation's performance, who often serve as the bridge between strategic vision and operational execution. They are central to driving change, managing dynamic teams, and achieving key organizational objectives. Organizations aiming to maintain a competitive edge, adapt to changing market dynamics and technologies require robust talent management to enhance effectiveness of governance roles towards the path of progress.

Schedule of Training Program

**Date : 17th – 21st November, 2025
(Monday to Friday)**

**Time: 9.30 am to 5.00 pm
at Mumbai**

(Non-Residential Program)



LEADERSHIP LED ORGANIZATIONAL EXCELLENCE

5 day Program for Middle Management Insurance Professionals

The 5-day training program “**Leadership Led Organizational Excellence**” is developed with an objective to empower the middle management team, often referred to as the Missing Middle in quite a few entities, with an orientation and perspective for being a future leader. This program would enable the participants to foster a culture of innovation, enhance collaboration, promote continuous improvement and align with the organizational aspirations. It ensures that excellence is not an initiative but a way of life – inspired, sustained, and modelled by individual leadership at every level.



Program Objectives

The 5 day program focuses in enhancing the capabilities of the mid-level management professionals in the insurance organizations to

- Lead the Business
- Develop Strategic Thinking
- Strengthen Leadership Competencies
- Foster Customer - Centricity
- Be effective in Communication
- Enable People Management Skills
- Inculcate Compliance Culture
- Build Resilience and Adaptability

The participants would be empowered through interactive sessions, case discussions, group activities, role plays for an immersive learning.





PROGRAM SCHEDULE

Topics

DAY

1

Leadership in the Insurance Landscape

Insurance Industry Landscape

- Emerging Global and Indian Insurance Trends
- Regulatory Landscape and Business Model Evolution
- Megatrends: Climate Risk, Insur-Tech, ESG, Geopolitical Risk

Leadership Vision

- From Functional to Enterprise-level Perspective
- Systems thinking and Cross-functional Alignment
- Value creation beyond departmental KPIs

DAY

2

Risk Management and Strategic Thinking

Risk Management

- Enterprise Risk Management
- Scenario Analysis
- Emerging Risks
- Risk Strategies

Strategic Thinking

- Swot analysis
- Sustaining Competitive Advantage
- Strategic Decision Making

Leveraging Digital technology

- Role of AI, Data Analytics, and Insurtech
- Core System Transformation and Customer Experience
- Cybersecurity and Digital Risk Awareness
- Data Analytics for Business Decisions
- Managing Cyber and Emerging Risks

DAY

3

Leading Teams and Communication

Leading Innovation and Change

- Developing Culture of Innovation
- Managing Disruption
- Change Management

Team Management

- Developing Cohesiveness
- Delegation and Task Management
- Performance and Feedback
- Recognition and Appreciation

Executive Presence

- Developing Narratives
- Media Handling and Public Representation
- Communicating in Crisis
- Creating Impactful Presentations
- Ethical Standards for Conflict Resolution

DAY

4

Customer-Centric Leadership

Managing Customer centricity

- Changing Customer Behaviour
- Customer Centric Strategies
- Product Development

Nuances in Underwriting and Claims management

- Underwriting Insights
- Metrics for Claim Processing
- Ensuring Effective Claim Settlement

Financial Acumen

- Financial Health Indicators
- Capital Management
- Financial Reporting

DAY

5

Regulatory Dynamics and Governance

Governance

- Corporate Governance
- Compliance and Ethical Dilemmas
- Responsibilities to Stakeholders
- Global Best Practices

Regulatory Dynamics

- New Regulations
- Reporting Frameworks
- Fostering Compliance Culture

Pursuit of Excellence

- Cultivating Growth Mindset
- Adopt Agile and Design Thinking Approaches
- Leadership Style Profiling
- Developing Areas of Influence

About IIRM

IIRM is a unique educational institute set up by Insurance Regulatory and Development Authority of India (IRDAI) and Government of Telangana keeping in mind the rapid opening of financial sector as a part of developmental responsibility and to create a pool of skilled, talented professionals in the insurance, risk management and related financial segments. In the past, 1800 + students have availed of the programmes and with increase in the needs of market, the Institute is confident that more fresh students and working professionals will avail of the diverse programmes offered at IIRM. IIRM offers academic programmes on Campus and through Distance Learning Mode, to enable aspirants acquire much needed education in Financial Services, insurance and risk management and other related areas, in the face of dynamically evolving BFSI Sector.



Participation Fees : Rs. 60,000/- plus 18% GST

Last Date for Receipt of Nomination : 10th November, 2025
(Minimum Batch Size of 30 is Aimed at Conducting Training)

Bank Details:

Beneficiary : Institute of Insurance and Risk Management (IIRM), Hyderabad
Bank Name : Union Bank of India
Branch : Nanakramguda Branch, Hyderabad, India
Account No. : 183910100002272
RTGS/NEFT : UBIN0818399
Swift code : UBININBBBDL

Link for registration: <https://forms.office.com/r/YgiyQGd9vr>

10% Flat Discount
For ≥ 5 nominations from an organization

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IIRM Training

Institute of Insurance and Risk Management (IIRM)

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