

Business English for Specific Needs - Insurance

Period TBA

Instructor Information

Instructor

Maria Dolorosa Farah Diena

Email

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Office Location & Hours

General Information

Description

This course encourages participants from the Insurance Industry to develop their communication skills in relevant situations and contexts. The program will be based around the needs of the participants, developing language skills through discussion, role-plays, case studies, presentations, vocabulary development and language analysis in contexts relevant to the Insurance Industry.

Expectations and Goals

The programme is flexible and tailored to the specific personal/ organisational needs of each client. However, core subject areas for the Insurance English course will include:

- Key insurance language and terminology
- Business communication skills specific to your position
- Tools for effective written communication
- Discussion of current and relevant insurance topics and issues to build fluency and confidence in speaking
- Strategies for developing effective listening skills
- Review and consolidation of grammatical accuracy
- Vocal clarity and impact input
- A broader knowledge of the workings of the Indonesian market

Course Materials

Required Materials

Materials are customized with topics focusing on English for Insurance Industry.

Optional Materials

Other handouts for participants will be delivered to each during the meetings if necessary.

Course Schedule

Lesson	Topic	Details
Lesson 1	Risk and Reward: First Principles (1)	The main types of insurance, Talking about your job
Lesson 2	Risk and Reward: First Principles (2)	Key principles of insurance, Describing your company
Lesson 3	Risk and Reward: First Principles (3)	Roles and responsibilities in insurance companies, Using numbers
Lesson 4	Underwriting and Claims (1)	The role of claims handlers and underwriters, Making suggestions
Lesson 5	Underwriting and Claims (2)	The customer and non-disclosure, Explaining a sequence of events
Lesson 6	Underwriting and Claims (3)	Increasing the efficiency of claims management, Investigating potential fraud, Reporting decisions
Lesson 7	Intermediaries, Distribution, and Advice (1)	How insurance is sold, Describing positive qualities for insurance intermediaries,
Lesson 8	Intermediaries, Distribution, and Advice (2)	Cost and payment structures, Asking customers the right questions
Lesson 9	Intermediaries, Distribution, and Advice (3)	Regulation and the Indonesian insurance industry, Choosing a financial adviser, Assessing customers' needs, Making recommendations
Lesson 10	Life Insurance and Pensions (1)	The pros and cons of life insurance, Talking about differences
Lesson 11	Life Insurance and Pensions (2)	The different types of life insurance, Expressing opinions
Lesson 12	Life Insurance and Pensions (3)	Personal and company pensions, Agreeing and disagreeing
Lesson 13	Buildings and Household Contents Insurance (1)	The types of coverage offered by home insurance, Completing a claim notification form
Lesson 14	Buildings and Household Contents Insurance (2)	Complaints to the insurance ombudsman, Advice on crime prevention for policyholders, Handling a claim from a policyholder, Making and answering telephone calls, Checking progress on a claim
Lesson 15	Car Insurance (1)	The terms and conditions of car insurance, Explaining coverage to customers

Lesson	Topic	Details
Lesson 16	Car Insurance (2)	The variety of coverage offered by insurers, Technology and car insurance pricing, Car insurance fraud, Summarizing information
Lesson 17	Private Medical and Health Insurance (1)	Preventative services for policyholders, Discussing advantages and disadvantages,
Lesson 18	Private Medical and Health Insurance (2)	Private medical insurance, Classifying illness, Asking about medical history
Lesson 19	Challenges Facing the Insurance Industry	The challenges of climate change, Compliance Asking for clarification, Talking about change, Explaining the practical impact of compliance
FINAL		Interactive practice of insurance business communication skills in small groups of the same level and with shared objectives.
Duration		120 mins / meeting

Price & Other Details

Program	Investment	Package price
BE – Insurance (min. 8 delegates)	IDR 5,500,000 / delegate	IDR 44,000,000 / package
BE – Insurance (min. 10 delegates)	IDR 5,250,000 / delegate	IDR 52,500,000 / package
BE – Insurance (min. 14 delegates)	IDR 5,000,000 / delegate (max. 18 delegates)	IDR 70,000,000 / package
Materials		Included