



4D Group

Broking Skills

Who would benefit?

This programme provides examines the role of the insurance broker and underpins the basic skills required in relation to the day to day work within the insurance market. The programme focuses on the practical broking skills required to achieve this and improve the effectiveness of brokers through developing individual ability to prepare and present an effective case to the underwriter.

Objective

- To overview the critical work flow path of the broker
- To examine and review the skills of presenting 'Advices' and settlements to underwriters
- To develop problem solving techniques for use within a practical setting
- To review behavioural styles in relation to conflict handling
- To consider the benefits of exhibiting appropriate behavioural styles (assertiveness)
- Develop broking presentation techniques

Content

- Preparing a case and anticipation of questions
- Presenting a case, handling questions and winning
- Human and communication barriers
- Negotiating skills and impact of behaviour, attitudes and non-verbal communication
- Social styles and conflict handling

Duration

One day

Pre-requisites

Some experience of broking is desirable