

English for the Insurance Industry

2002 Programme

Europe's Leading Specialist English
Courses for Insurance Professionals

Public, In-house & Individual Coaching

Designed for:

Insurance company executives
Life and non-life professionals
Underwriters
Actuaries
Insurance brokers
(Re) Insurance lawyers
In-house insurance managers



THE CHARTERED
INSURANCE INSTITUTE

Improving Global Communication

Communicaid English

Through Language & Culture



Chartered Insurance Institute

The Chartered Insurance Institute (CII) has been at the forefront of education and professionalism for insurance and financial services practitioners for more than 100 years both in the UK and worldwide.

In addition to offering insurance qualifications of worldwide recognition, the Institute provides technical and specialist insurance training programmes to major financial services organisations the world over.

Communicaid English

Communicaid English, the English training division of **The Communicaid Group**, has gained a reputation as a pioneer of business-specific English language training. By tailoring each programme to your specific needs and using an individually designed approach for every course, we offer you an unparalleled level of personalised training.

English for the Insurance Industry

Communicaid English offers you the chance to join other international insurance professionals on this highly practical open group programme. The one-week programme offers training on the English required to work effectively in the insurance industry. This includes specialist seminars providing an insight into current areas of interest.

Morning sessions focus primarily on insurance English terminology and commercial vocabulary. The central theme of these highly interactive sessions is to develop communication skills in an insurance context. Work is carried out via discussion, role-play and case studies.

The afternoon insurance seminars are delivered by trainers from the CII and combine presentation, information exchange and discussion. The specialist trainers present information and encourage discussion and interaction from the delegates, drawing on their individual experience in insurance. The week also includes a talk and guided visit of the Lloyd's market.

Your Trainers

You will benefit from some of the UK's most experienced and effective trainers, all of whom have considerable training expertise as well as practical experience in international insurance.

The CII's Insurance specialists are acknowledged experts in their fields and provide a unique insight into today's changing insurance world.

'What our clients say'

" I found the English for the Insurance Industry course very practical and effective. We were able to devote a considerable amount of time to discussing and debating current issues facing the insurance industry in our respective countries and around the world ."

Akiko Takiguchi
Legal Affairs Officer
The Marine & Fire Insurance
Association of Japan Inc.

" The combined knowledge of the Chartered Insurance Institute tutors, coupled with the practical application of Communicaid's English for Insurance language trainers, led to an extremely effective course giving immediate results."

Marie-France Hurel
Underwriter
Royal & Sun Alliance (France)

Individual Insurance English training: *your personal solution*

If you have different requirements or the open group programme dates are not convenient, **Communicaid English** offers individually designed training courses focusing on your specific areas of professional interest. Based on your suggestions and objectives, our specialist insurance English trainers will design a course to meet your requirements, be it skills-based or related to a specific line of business. If you wish to focus on both insurance-related English as well as general business and communicative language, you can combine these two needs and have both business and specialist trainers for your programme.

Examples of popular topics include:

- Review of problem areas
- Using figures accurately
- Line-specific terminology
- Classes, processes and principles
- Current buzzwords & jargon
- Formal written English
- Report writing
- The language of claims
- Effective negotiating and client meetings
- Presenting reports
- Writing reinsurance treaties

Tailor-made in-house courses: *complete flexibility*

If your company needs to train a number of staff with similar requirements, **Communicaid English** and the CII can offer a broad range of training solutions, from pure language training to highly technical insurance training. Tailored programmes are designed in close collaboration with you and your organisation. Following a comprehensive training needs analysis, **Communicaid English** will design an individual programme to meet your requirements. The most appropriate trainers will be selected to best complement your specific language needs and offer you complete flexibility. The training can take place at any location world-wide and your company will benefit from flexible course duration and group size. We will work in accordance with your requirements.

Recent courses have included a focus on:

- General principles of insurance
- The London Market
- Non-marine reinsurance
- Marine reinsurance
- Liability insurance
- Aviation insurance
- Motor insurance
- Marketing insurance
- Property & Personal lines
- Actuarial methods
- Risk Management
- Credit insurance
- Life & Pensions



Programme Format*






Open Groups: June 10-14 and October 14-18

	Specialist Language Sessions (AM)	Insurance Seminars (PM)
Monday	<p>Topic: A Career in Insurance Language review: Accurate use of prepositions with insurance terminology Skills focus: Presenting yourself and your company</p>	<p>Lloyd's & the London Market: Background, inside Lloyd's, recent history Impact of recent events Guided visit and seminar</p>
Tuesday	<p>Topic: The Language of Insurance Language review: Analysis of verbs and tenses used in business communication Skills focus: Using specialised terminology accurately</p>	<p>Developments in Insurance and Reinsurance: Analysis of recent cases Impact of the latest changes in the international market</p>
Wednesday	<p>Topic: Insurance: The Future Language review: Accurate use of numbers Skills focus: Describing trends, forecasting</p>	<p>Alternative Risk Transfer: Transferring risk: method & means Advanced reinsurance: future techniques</p>
Thursday	<p>Topic: The Language of Claims Language review: Accurate use of phrasal verbs Skills focus: Presenting information</p>	<p>Disaster insurance: Financial issues Case studies</p>
Friday	<p>Topic: Talking Insurance Language review: Review/language workshop Skills focus: Telephoning in English</p>	<p>Review and presentation</p>

* Communicaid English reserve the right to alter the advertised programme at any time.

How you can Book

English for the Insurance Industry

-  Call **Richard Widdowson** on +44 (0)20 7426 8401
-  Fax this booking form to us on +44 (0)20 7426 8408
-  e-mail to: richard.widdowson@communicaid.com
-  Send an enquiry by visiting www.communicaid.com
-  Send this form to: **Richard Widdowson**, Communicaid English 21-25 Earl Street, London EC2A 2AL, UK.

Please contact me regarding

- In-Company training Individual training Other training

Mr/Mrs/Ms/Dr (surname):

First name:

Job Title:

Company:

Telephone:

Email:

Address:

Country:

English for the Insurance Industry Booking Form

Important notice: Completion of this form constitutes a legally binding contract. The applicable law shall be that of England and Wales.

Open Groups (2002): June 10-14 and October 14-18.

Fee: £1850 (UK Sterling) 15% reduction for 2nd delegate

Mr/Mrs/Ms/Dr (surname):

First name:

Job Title:

Company:

Telephone:

Fax:

Email:

Course date:

Authorised by:

Signature:

Address:

Country:

Cheque enclosed:

Credit Card (Visa/Mastercard)

Number:

Expiry Date:

Account Name:

Cardholder's Signature:

Improving Global Communication

The Communicaid Group

Through Language & Culture

The Communicaid Group

Communicaid English is a division of The Communicaid Group. One of Europe's leading providers of language and cultural training to the corporate and public sectors. With offices in London, Paris and Frankfurt, we are able to deliver flexible, tailor-made language and cultural training in all world languages and cultures worldwide.

Wide Choice of Accommodation

Accommodation can be arranged on your behalf in nearby hotels or with carefully selected English host families.

Payment

Payment is required a minimum of one month before the seminar. Communicaid reserve the right to refuse admission if fees are not paid.

Cancellation Policy

Full refunds (less 15% administration fee) are available up to 28 working days before the event. For cancellations received subsequently, no refund will be given. Notification of cancellation must be given in writing, by letter, telex or fax. If within the 28 working days cancellation period, registered delegates wish to postpone their attendance, they will be entitled to attend the next course on this subject for 25% of the relevant registration fee, in addition to cancellation charges as outlined previously.

Further Information

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