

English for Insurance Professionals

Programmes include:

- English & the Insurance Industry
- English for Insurance Business
- Individual Training
- In-house Solutions



Communicaid English

Communicaid English is Europe's leading provider of specialist English language training. Since our foundation in 1992, we have gained a reputation as a pioneer of business-specific English language training.

Communicaid English has led the way in the development and delivery of Insurance English programmes for insurance and reinsurance professionals worldwide. Creativity, flexibility and innovation are the keys to our service.

As well as Insurance English skills training, Communicaid English also provides specialised language training in the key fields of business, finance and law.

Chartered Insurance Institute

The Chartered Insurance Institute (CII) has been at the forefront of training, consistently maintaining the highest level of professionalism, to insurance and financial service practitioners for more than 100 years, both in the UK and worldwide.

Moreover, in addition to offering insurance qualifications of worldwide recognition, the CII provides technical and specialist insurance training programmes to major insurance companies the world over.

Our approach

By tailoring each programme to you and your organisation's specific needs, we are able to offer you an unparalleled level of personalised training. Our programmes are available at any one of our European training centres or a location of your choice worldwide.

Who should attend?

Our wide range of insurance English programmes are aimed at professionals who are required to use insurance English in their daily work:

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

The trainers - insurance specialists

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

Communicaid English's faculty of dual-qualified Insurance English trainers comprises former brokers, underwriters and risk managers from prestigious insurance organisations such as *Aon*, *Willis* and *Sun Life*.

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



Insurance English Programmes

English & the Insurance Industry

[Communicaid English](#) and the CII offer you the chance to join other international insurance professionals on this highly practical open group programme. The programme combines training focusing on the English you require to work effectively in the insurance industry with specialist insurance seminars that provide an insight into current areas of concern and interest.

Morning sessions focus primarily on the language, exploring insurance English terminology and commercial vocabulary, helping you to develop communication skills in an insurance context.

The afternoon insurance seminars are delivered by trainers from the CII and combine presentation, information exchange and discussion. The week also includes a talk and guided visit of the Lloyd's market. (see Open Group programme opposite)

TRAINING OPTIONS	SUGGESTED DURATION	PRICE
Open Group	5 Days	£1850 per delegate

English for Insurance Business

For those who need a course focusing 100% on the development of their English skills, [Communicaid English](#) has designed an innovative programme that combines executive English skills training with sector-specific insurance terminology.

Delivered by [Communicaid English's](#) Insurance and Business English trainers, this programme will provide you with the language skills you require to conduct international business successfully. (see Open Group programme opposite)

TRAINING OPTIONS	SUGGESTED DURATION	PRICE
Open Group	5 Days	£1575 per delegate

Individual Insurance English Training

In addition to our open group programmes, [Communicaid English](#) also offers individually designed training programmes that concentrate on your specific areas of professional interest.

Designed in close collaboration with you and your organisation, our specialist Insurance English trainers will produce a programme to meet your requirements. Combination programmes, which focus on insurance-related English as well as general business communication skills, are also available.

TRAINING OPTIONS	SUGGESTED DURATION	PRICE
Individual	5 Days	£1800 per delegate

Tailored In-house Programmes

Whatever your training requirements, [Communicaid English](#) and the CII offer a broad range of in-house solutions. In addition to our open and individual programmes, we also provide highly flexible tailored in-house programmes. Delivered at a location of your choice worldwide, these programmes can range from pure language training to highly technical insurance training.

TRAINING OPTIONS	SUGGESTED DURATION	PRICE
Closed Group	5 Days	according to programme

Open Group Programmes*

English & the Insurance Industry (Communicaid English & CII)					
Open Group: 20 - 24 October 2003					
Day One	Day Two	Day Three	Day Four	Day Five	
<p>A career in insurance/ Introduction to Lloyd's of London</p> <p>Language Review: use of prepositions in business and insurance contexts</p> <p>Skills focus: Social English</p>	<p>Insurance - classes, processes and principles</p> <p>Language Review: the language of insurance</p> <p>Skills focus: Using specialised terminology accurately</p>	<p>Insurance - past, present and future</p> <p>Language Review: use of prepositions, using numbers with clarity and vocabulary selection for describing change</p> <p>Skills focus: describing trends in insurance</p>	<p>The language of claims</p> <p>Language Review: phrasal verbs</p> <p>Skills focus: presenting information</p>	<p>Claims settlement</p> <p>Language Review: formal English and use of linking and connecting words</p> <p>Skills focus: Business writing</p>	Communicaid English Seminars
<p>Lloyd's of London and the London Insurance market</p> <ul style="list-style-type: none"> History & Operation Recent developments & current issues Guided visit and seminar 	<p>International insurance & reinsurance - current developments</p> <ul style="list-style-type: none"> The impact of terrorism Changes in regulation New types of risk Globalisation 	<p>Disaster scenarios - including financial implications</p> <ul style="list-style-type: none"> A review of recent disasters: natural & man-made Financial consequences Implications for the insurance and reinsurance sectors 	<p>Risk Management</p> <ul style="list-style-type: none"> Identifying, analysing and controlling risk Transfer through the Capital Markets Key financial instruments 	<p>Delegates' presentations and feedback</p> <ul style="list-style-type: none"> Terminology review Programme review 	CII Insurance Seminars

English for Insurance Business					
Open Group: 30 June - 4 July 2003					
Day One	Day Two	Day Three	Day Four	Day Five	
<p>Insurance terminology in context (1)</p> <ul style="list-style-type: none"> Classes Processes Principles 	<p>Insurance terminology in context (2)</p> <ul style="list-style-type: none"> Classes Processes Principles 	<p>Insurance terminology in context (3)</p> <ul style="list-style-type: none"> Language review Describing market trends Using numbers with clarity 	<p>Effective Writing (1)</p> <ul style="list-style-type: none"> The 4Cs of good writing: <ul style="list-style-type: none"> conciseness completeness cohesion correctness Style and tone 	<p>Effective Writing (2)</p> <ul style="list-style-type: none"> Proofing, editing and self-correction Writing review 	Insurance English
<p>Meetings and Discussions (1)</p> <ul style="list-style-type: none"> Chairing and controlling the meeting Stating and asking for opinions Asking for and giving clarification 	<p>Meetings and Discussions (2)</p> <ul style="list-style-type: none"> Agreeing and disagreeing Handling interruptions Decision-making & ending the meeting 	<p>Presentations</p> <ul style="list-style-type: none"> Stating purpose, signposting and involving the audience Describing/interpreting information Summarising/making recommendations 	<p>Negotiations</p> <ul style="list-style-type: none"> Opening the negotiation Bargaining and making concessions Accepting and confirming Dealing with conflict Closing the deal 	<p>Presentations and Negotiations Workshop</p> <ul style="list-style-type: none"> Group exercise/roleplays Individual presentations Feedback and review 	Business English

* The actual content of these courses are adapted to the requirements of each group. Communicaid English and the CII reserve the right to alter the advertised programmes at any time.

Clients' comments

“The English & Insurance Industry course was extremely useful as it was tailored to suit my needs. The trainers were very competent and informative, ensuring that the subject matter was relevant to me at all times.”

Sergio Piccinonno
Internal Audit Manager
Generali (Italy)

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

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

“I found the English & 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.

“Communicaid English has provided training of high quality and relevance to If leaders here in Norway. Each step of the process, from the initial conversations through to the delivery, has been clearly thought out and professionally managed. We look forward to maintaining a successful relationship with Communicaid English.”

Per Rune Bjørnfeldt
Human Resources Management & Development
If (Norway)

Our clients - your guarantee

Communicaid English has no greater guarantee of quality than our clients. With many of the world's leading organisations relying on our services, you can be sure of receiving the results you require. Our insurance clients alone include *Munich Re, AIG, Swiss Re, Generali, Gerling* and *AXA*. We also work extensively with many other global organisations such as *Deutsche Bank, Microsoft, Vivendi* and *Freshfields Bruckhaus Deringer* to provide language and cultural awareness training.






Worldwide recognition

Communicaid English's programmes are recognised and promoted by industry associations worldwide. In addition to the Chartered Insurance Institute, our English programmes are also recognised and promoted by leading European law societies.



How you can book

English for Insurance Professionals

-  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

- Closed group training Open group training Individual training

Mr/Mrs/Ms/Dr (surname):	First name:
Job Title:	Company:
Telephone:	Email:
Address:	
Country:	

Booking form

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

English & the Insurance Industry Open Group (2003): 20 - 24 October

English for Insurance Business Open Group (2003): 30 June - 4 July

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:

Communicaid

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 reserves 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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