



Induction Training

An innovative, composite Insurance Company saw the need to improve its induction training. It wanted to provide a broader insurance education across the Company and motivate its employees to want to know more about their own particular class of insurance too.

Having been trained at the Chartered Insurance Institute, our Consultant designed workbooks for each class of insurance. Recent and current news and events brought to life the relevance of various insurance products, whilst departmental facts and statistics created further interest from employees – especially when they had to seek some answers to set questions.

Line management monitored the participation in workbook activities

over an agreed period and remarked on the reduction in queries put to them and on greater overall efficiency in their departments. There was also a higher incidence of volunteers wishing to study for CII exams to enhance their careers.