QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1812

Advanced Insurance Management Training Course

INSURANCE MANAGEMENT & OPERATIONS
INSURANCE & RISK MANAGEMENT

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Advanced Insurance Management Training Course provides a comprehensive framework for developing advanced managerial, strategic, and leadership capabilities required to manage insurance organizations in a complex and continuously evolving business environment. The course focuses on connecting insurance management decisions with organizational objectives while strengthening operational performance, risk management, customer value, governance, and sustainable business development.

The program addresses advanced areas of insurance management, including insurance strategy, portfolio management, underwriting, claims management, customer management, operational and financial performance, risk management, governance, internal controls, and process improvement. Participants will examine how insurance leaders can balance growth, profitability, service quality, operational discipline, and risk considerations when making strategic and operational decisions.

A key focus of the Advanced Insurance Management Training Course is the effective use of performance indicators, management information, and business analysis to support executive decision-making. Participants will learn how to evaluate organizational performance, interpret trends and variances, identify business and operational risks, assess process effectiveness, establish priorities, and develop improvement initiatives aligned with organizational requirements and market conditions.

Through practical case studies and executive-oriented applications, participants will strengthen their ability to address complex management challenges within insurance organizations. The course supports stronger cross-functional coordination, effective change management, performance accountability, and leadership decision-making, providing managers and insurance professionals with a broader perspective of how strategy, underwriting, operations, claims, customers, risk, governance, and financial performance work together.

Objectives

- Analyze the strategic insurance business environment and evaluate factors affecting organizational performance, growth, competitiveness, and sustainability during the course.
- Develop advanced approaches for aligning insurance strategy with organizational financial and operational objectives.

- Evaluate insurance portfolio performance and identify factors influencing growth, profitability, risk quality, and business sustainability.
- Analyze underwriting decisions and risk management practices and assess their impact on portfolio quality and organizational performance.
- Improve claims management by evaluating claims performance, cost, settlement quality, efficiency, and customer experience.
- Apply Key Performance Indicators to measure financial performance, operational efficiency, service quality, and insurance business results.
- Assess commercial and operational risks affecting insurance organizations and develop appropriate management responses.
- Strengthen governance, internal control, accountability, and performance management across insurance functions.
- Analyze management information, operational reports, and business data to support informed executive decision-making.
- Design initiatives that improve operational efficiency, service quality, customer experience, and organizational performance.
- Apply leadership and change management practices to support strategic and operational transformation.
- Develop an integrated implementation plan for improving management effectiveness and organizational performance within an insurance environment.

Who Should Attend

This course is designed for insurance executives, senior managers, department heads, and managers responsible for insurance operations, underwriting, claims, customer service, risk management, business development, portfolio management, performance, governance, and organizational transformation. It is particularly relevant to professionals with strategic, managerial, supervisory, or decision-making responsibilities within insurance companies and related financial institutions.

The program is also suitable for Chief Operating Officers, insurance business leaders, branch and regional managers, planning and performance managers, risk and internal control professionals, business and operations analysts, and professionals preparing for senior leadership roles within the insurance sector. It provides particular value to decision makers seeking an integrated understanding of the relationship between insurance strategy, underwriting, portfolio performance, operations, claims, customers, risk, governance, and financial results.

Learning Outcomes

- Evaluate the strategic and operational environment of insurance organizations and identify key management opportunities and challenges.
- Analyze insurance portfolio performance and connect growth, profitability, risk quality, and business performance with management decisions.
- Evaluate underwriting practices and risk management approaches and their impact on portfolio quality and sustainability.
- Analyze claims performance and identify opportunities to improve cost efficiency, processing effectiveness, settlement quality, and customer experience.
- Use Key Performance Indicators and management reports to monitor insurance performance and support executive decision-making.
- Identify commercial, operational, and functional risks and develop appropriate management responses and control measures.
- Evaluate governance, internal control, accountability, and performance management practices across insurance functions.
- Analyze operational and financial information to identify trends, variances, performance gaps, and improvement opportunities.
- Design practical initiatives to improve insurance operational efficiency, service quality, and customer value.
- Strengthen coordination between core insurance functions and align departmental performance with organizational objectives.
- Apply leadership and change management practices to support strategic initiatives and organizational transformation.
- Develop an integrated insurance management improvement plan with clear priorities, initiatives, performance indicators, responsibilities, and implementation mechanisms.

Course Outline

DAY 01

Advanced Strategic Management in the Insurance Sector

- Understanding the strategic insurance business environment and emerging management challenges
- Developing insurance strategies and aligning them with financial and operational objectives
- Managing growth, competitiveness, profitability, and organizational sustainability
- Evaluating insurance business models, portfolios, organizational capabilities, and strategic priorities

PRACTICAL APPLICATION OR DISCUSSION

Assess the strategic position of an insurance organization and identify key management and development priorities

DAY 02

Underwriting, Portfolio and Insurance Business Performance Management

- Advanced management principles for underwriting and insurance business quality
- Evaluating insurance portfolio performance, growth, profitability, and risk quality
- Connecting underwriting decisions with portfolio performance and organizational results
- Applying performance indicators and business analysis to support portfolio management decisions

PRACTICAL APPLICATION OR DISCUSSION

Analyze an insurance portfolio and identify the key factors influencing performance and management priorities

DAY 03

Claims, Risk Management and Operational Excellence

- Advanced management of the insurance claims lifecycle
- Improving claims efficiency, cost management, settlement quality, and customer outcomes
- Identifying and managing commercial and operational risks within insurance organizations
- Strengthening operational controls, risk responses, and process effectiveness

> **PRACTICAL APPLICATION OR DISCUSSION**
>
> Analyze an insurance case involving claims, operational risks, and process challenges and develop integrated management responses

DAY 04

Governance, Performance Management and Organizational Transformation

- Principles of governance, accountability, and internal control in insurance organizations
- Developing Key Performance Indicators and executive performance dashboards
- Using financial, operational, and business information to support management decisions
- Managing organizational change, digital transformation, and institutional capability development

> **PRACTICAL APPLICATION OR DISCUSSION**
>
> Develop an integrated framework for insurance performance management, governance, and organizational transformation

DAY 05

Executive Leadership and Insurance Performance Development

- Leadership and decision-making in complex insurance business environments
- Managing strategic and operational priorities and organizational initiatives
- Building a culture of performance, accountability, and continuous improvement

DAY 05 — CONTINUED

- Developing measurable improvement plans aligned with organizational outcomes

> **FINAL WORKSHOP, ACTION PLAN, OR IMPLEMENTATION EXERCISE**
>
> Develop a comprehensive Advanced Insurance Management Improvement Plan covering strategic priorities, management initiatives, performance indicators, responsibilities, implementation timelines, and monitoring mechanisms.

Register or Request More Information

Course page: https://quest-training.com/courses/advanced-insurance-management-training-course
Website: https://quest-training.com
Email: info@quest-training.com
Phone: +905016771440