QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1914

Data-Driven Decision-Making for Insurance Executives Training Course

INSURANCE DATA & ANALYTICS
INSURANCE & RISK MANAGEMENT

DURATION	DELIVERY
5 Days	**Classroom**

Course Overview

This executive-level training course provides a strategic and practical framework for using data to improve decision-making across the insurance industry. It is designed to help senior leaders move from intuition-driven management toward structured, evidence-based decisions supported by reliable data, business intelligence, analytics, and performance insights.

The course focuses on how insurance executives can use data to evaluate business performance, identify emerging risks, improve underwriting and claims decisions, assess profitability, understand customer behavior, optimize portfolios, and allocate resources more effectively. Participants will learn how to distinguish between relevant and irrelevant information and focus management attention on the insights that have the greatest strategic impact.

A key component of the course is executive interpretation of data and analytics. Participants will explore how to evaluate key performance indicators, trends, forecasts, exceptions, risk indicators, and analytical outputs without needing to become technical data specialists. Emphasis is placed on asking the right questions, challenging assumptions, recognizing data limitations, and converting analytical findings into timely strategic actions.

The program also addresses data governance, data quality, analytical risk, executive dashboards, predictive insights, artificial intelligence, privacy, cybersecurity, and responsible use of information. Through executive case studies and decision-making simulations, participants will develop a practical framework for embedding data-driven decision-making into leadership practices and organizational strategy.

Objectives

- By the end of this course, participants will be able to:
- Understand the strategic role of data in executive decision-making within insurance.
- Evaluate the quality, relevance, and reliability of information used in management decisions.
- Analyze insurance performance through meaningful financial, operational, customer, and risk indicators.
- Interpret dashboards, analytical reports, trends, forecasts, and predictive insights.
- Identify the key data questions that should guide executive decision-making.

- Apply data-driven approaches to underwriting, claims, pricing, risk, and portfolio decisions.
- Use data to identify emerging risks, performance gaps, and business opportunities.
- Evaluate competing strategic options using evidence-based analysis.
- Improve resource allocation and investment decisions through data insights.
- Strengthen executive challenge, critical thinking, and interpretation of analytical information.
- Identify data governance, privacy, cybersecurity, bias, and analytical risks.
- Establish effective executive performance and risk dashboards.
- Align data and analytics initiatives with organizational strategy and business priorities.
- Develop a culture of evidence-based decision-making across insurance organizations.
- Create a practical framework for institutionalizing data-driven executive decision-making.

Who Should Attend

This course is designed for insurance executives, chief officers, senior managers, department heads, business leaders, strategic planning professionals, and decision makers responsible for organizational performance, risk, profitability, customer experience, and business growth.

It is particularly relevant to executives overseeing underwriting, claims, finance, actuarial functions, risk management, operations, sales and distribution, customer experience, digital transformation, technology, data, and strategic planning.

The course is also suitable for senior professionals who regularly review management information, executive dashboards, performance reports, forecasts, risk indicators, and analytical recommendations and need to strengthen their ability to translate data into strategic decisions.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Explain the role of data-driven decision-making in modern insurance leadership.
- Distinguish between data, information, analysis, insight, and decision.
- Evaluate the reliability and relevance of data used in executive decisions.
- Identify critical performance, risk, financial, and customer indicators.

- Interpret insurance dashboards and executive management reports.
- Analyze trends, exceptions, forecasts, and emerging risks.
- Use data to support underwriting, claims, pricing, and portfolio decisions.
- Evaluate customer and market intelligence for strategic planning.
- Challenge analytical assumptions and recognize potential data limitations.
- Translate analytical findings into clear executive actions.
- Evaluate strategic alternatives using evidence and measurable criteria.
- Improve resource allocation through data-supported prioritization.
- Identify governance, privacy, cybersecurity, and analytical risks.
- Establish executive dashboards aligned with strategic objectives.
- Build a sustainable framework for data-driven leadership within an insurance organization.

Course Outline

DAY 01

Executive Leadership and the Data-Driven Insurance Organization

- Understanding data-driven decision-making in insurance.
- From intuition-based decisions to evidence-based leadership.
- The relationship between data, information, analytics, insight, and action.
- The strategic value of insurance data.
- Identifying critical information for executive decisions.
- Data-driven leadership and organizational performance.
- Common barriers to effective data-driven decision-making.
- Building executive confidence in data and analytics.
- Establishing a data-driven organizational culture.

> **PRACTICAL APPLICATION**
> Assess the current data-driven decision-making maturity of an insurance organization and identify priority improvement areas.

DAY 02

Insurance Performance, Financial and Operational Analytics

- Executive performance measurement frameworks.
- Underwriting performance and profitability indicators.
- Claims performance and loss analysis.
- Pricing and portfolio performance.
- Customer, retention, and distribution analytics.
- Operational efficiency and service performance.
- Financial and strategic performance indicators.
- Identifying trends, gaps, exceptions, and performance drivers.
- Connecting operational indicators with strategic outcomes.

PRACTICAL APPLICATION

Review an executive insurance performance dashboard and identify the most important management actions.

DAY 03

Risk, Forecasting and Data-Supported Strategic Decisions

- Using data to strengthen insurance risk management.
- Identifying emerging and changing risk patterns.
- Risk indicators and early warning signals.
- Forecasting insurance performance and future outcomes.
- Predictive analytics for executive decision-making.
- Scenario analysis and stress testing.
- Portfolio risk and concentration analysis.
- Evaluating strategic alternatives using data.
- Making decisions under uncertainty.

PRACTICAL APPLICATION

Analyze a portfolio risk scenario and develop an evidence-based executive decision.

DAY 04

Customer Intelligence, Artificial Intelligence and Advanced Analytics

- Using customer data to support strategic decisions.
- Customer segmentation and behavioral insights.
- Retention, customer value, and experience analytics.
- Data-driven product and distribution decisions.
- Artificial Intelligence and predictive analytics for executives.
- Evaluating AI-generated and analytical recommendations.
- Identifying opportunities for technology-enabled decision-making.
- Understanding analytical bias and model limitations.
- Translating advanced analytics into business value.

> **PRACTICAL APPLICATION**
>
> Evaluate customer and AI-driven analytical insights and develop strategic recommendations.

DAY 05

Data Governance, Executive Dashboards and Decision-Making Frameworks

- Data governance and executive accountability.
- Data quality and reliability in strategic decision-making.
- Privacy, confidentiality, and cybersecurity considerations.
- Analytical and model risk.
- Designing effective executive dashboards.
- Selecting the right indicators for senior management.
- Establishing decision thresholds and escalation mechanisms.
- Measuring the impact of data-driven decisions.
- Embedding data-driven decision-making into organizational strategy.

DAY 05 — CONTINUED

- Final Practical Workshop: Develop an integrated Data-Driven Decision-Making Framework for an insurance organization, covering strategic priorities, key indicators, executive dashboards, analytical inputs, governance controls, decision processes, performance measurement, and implementation priorities.

Register or Request More Information

Course page: https://quest-training.com/courses/data-driven-decision-making-for-insurance-executives-training-course
Website: https://quest-training.com
Email: info@quest-training.com
Phone: +905016771440