PROFESSIONAL TRAINING COURSE

Course No. 1993

Insurance Broking Management & Operations Training Course

INSURANCE BROKING & INTERMEDIARY MANAGEMENT
INSURANCE & RISK MANAGEMENT

DURATION
5 Days

DELIVERY
Classroom

LOCATION
Muscat, Oman

DATES
28 Sept – 2 Oct 2026

Scheduled Event Details

CITY	Muscat, Oman
DATE	28 Sept – 2 Oct 2026
DELIVERY TYPE	Classroom
COURSE FEE	€5,300

Course Overview

The Insurance Broking Management & Operations Training Course provides a comprehensive framework for managing insurance broking businesses and optimizing the operational activities that support client servicing, insurance placement, market engagement, policy administration, and ongoing portfolio management. The course examines how insurance brokers can combine commercial effectiveness, technical knowledge, operational discipline, regulatory compliance, and client-focused service to create sustainable business value.

The program covers the insurance broking lifecycle from client acquisition and risk understanding through market research, insurer selection, quotation management, negotiation, placement, policy documentation, renewals, endorsements, claims coordination, and relationship management. Participants will explore the roles, workflows, controls, and service standards required to manage broking operations efficiently while maintaining accuracy, transparency, and responsiveness.

Particular emphasis is placed on broking management practices, including portfolio management, insurer and market relationships, placement strategies, brokerage and remuneration structures, operational controls, documentation, data management, regulatory obligations, compliance, conflicts of interest, and risk management. The course also addresses the importance of technology, automation, analytics, and performance measurement in building efficient and scalable insurance broking operations.

Through practical case studies, workflow exercises, placement scenarios, portfolio analysis, operational reviews, and management workshops, participants will develop the capability to improve broking processes, strengthen client and insurer relationships, manage operational and compliance risks, enhance service quality, and establish performance frameworks that support profitable and sustainable insurance broking operations.

Objectives

- By the end of the course, participants will be able to:
- Explain the structure, role, and operating model of insurance broking businesses.
- Analyze the complete insurance broking lifecycle and key operational activities.
- Develop effective workflows for client servicing, market placement, and policy administration.
- Assess client risks and translate requirements into appropriate insurance placement strategies.
- Evaluate insurers and insurance markets according to coverage, capacity, pricing, terms, and service capability.
- Manage quotation, submission, negotiation, placement, and documentation processes effectively.
- Strengthen insurer relationships and market engagement strategies.
- Apply effective portfolio and renewal management practices.
- Improve the administration of policies, endorsements, renewals, and client documentation.
- Coordinate claims-related activities and strengthen communication between clients, insurers, and other parties.
- Identify operational, regulatory, compliance, and conduct risks within broking activities.
- Strengthen controls related to documentation, data, client funds, confidentiality, and conflicts of interest.
- Apply performance indicators to measure broking efficiency, service quality, profitability, and portfolio performance.
- Integrate technology, automation, and analytics into broking operations.
- Improve operational efficiency while maintaining client service and regulatory standards.
- Develop a practical framework for continuous improvement and sustainable broking performance.

Who Should Attend

This course is designed for insurance professionals working in broking companies, including insurance brokers, broking managers, account executives, client servicing professionals, placement specialists, technical insurance professionals, policy administrators, claims coordinators, and business development teams.

It is also suitable for senior professionals responsible for broking operations, portfolio management, insurer relationships, compliance, risk management, finance, quality, internal controls, technology, and business performance. Insurance executives and managers seeking to improve operational governance and commercial effectiveness will also benefit from the program.

The course is particularly relevant to professionals working with corporate and commercial insurance portfolios, government and public sector accounts, financial institutions, banks, oil and gas organizations, industrial companies, construction and engineering businesses, healthcare organizations, multinational corporations, and large enterprises.

Learning Outcomes

- By the end of the course, participants will be able to:
- Map the insurance broking lifecycle and identify critical operational responsibilities.
- Design efficient workflows for client onboarding, placement, administration, renewal, and servicing.
- Prepare structured client and risk information for insurer engagement.
- Evaluate insurer capabilities, coverage options, terms, pricing, and service standards.
- Manage competitive quotation and placement processes.
- Structure insurer negotiations to achieve appropriate coverage and commercial outcomes.
- Maintain effective insurer and market relationships.
- Manage insurance portfolios using structured renewal and servicing processes.
- Improve the accuracy and control of policy and endorsement administration.
- Establish effective procedures for claims coordination and client communication.
- Identify operational and compliance risks within broking processes.
- Strengthen documentation, data quality, confidentiality, and control practices.
- Monitor portfolio profitability, retention, placement performance, and service quality.
- Develop operational dashboards and meaningful broking performance indicators.
- Identify opportunities for automation and digital process improvement.
- Build an actionable framework for improving insurance broking operations and management.

Course Outline

DAY 01

Insurance Broking Management and Operating Framework

- The role and strategic importance of insurance brokers.
- Insurance broking business models and operating structures.
- The insurance broking lifecycle.
- Roles and responsibilities across broking operations.
- Client acquisition and onboarding.
- Understanding client requirements and risk exposures.
- Risk information gathering and quality assessment.
- Client servicing standards and service-level expectations.
- Internal coordination between broking, technical, placement, administration, and claims teams.
- Operational governance and accountability.
- Identifying operational bottlenecks and service risks.

PRACTICAL APPLICATION

Map the complete broking lifecycle for a corporate insurance account and identify responsibilities, controls, service requirements, and operational improvement opportunities.

DAY 02

Market Placement, Insurer Selection, and Negotiation

- Insurance market structure and broker market engagement.
- Developing effective insurer submission strategies.
- Preparing risk information and placement documentation.
- Identifying appropriate insurers and markets.
- Assessing insurer capacity, financial strength, coverage capability, and service quality.
- Managing quotation requests and market responses.
- Comparing coverage, exclusions, deductibles, limits, conditions, and pricing.
- Negotiating insurance terms with insurers.

DAY 02 — CONTINUED

- Managing competing quotations and placement alternatives.
- Placement documentation and confirmation procedures.
- Managing international and complex insurance placements.
- Maintaining transparent and well-documented placement decisions.

PRACTICAL APPLICATION

Develop an insurance placement strategy for a complex corporate risk and compare insurer quotations to determine the most appropriate placement solution.

DAY 03

Policy Administration, Portfolio Management, and Renewals

- Policy issuance and documentation controls.
- Managing endorsements, amendments, cancellations, and policy changes.
- Maintaining accurate client and policy records.
- Policy administration workflows and service standards.
- Portfolio segmentation and prioritization.
- Renewal planning and renewal calendars.
- Retention and client relationship management.
- Identifying cross-selling and coverage improvement opportunities.
- Monitoring policy terms, expiries, and coverage gaps.
- Managing renewal negotiations with insurers.
- Portfolio performance and profitability considerations.
- Improving client communication throughout the policy lifecycle.

PRACTICAL APPLICATION

Build a renewal management framework for a portfolio of corporate policies, including renewal timelines, client engagement, insurer negotiation, documentation, and escalation procedures.

DAY 04

Claims Coordination, Compliance, Risk, and Operational Controls

- The broker's role in claims coordination.
- Claims notification and information management.
- Supporting clients throughout the claims process.
- Communication between clients, insurers, loss adjusters, and other parties.
- Claims service quality and escalation management.
- Operational risks in insurance broking.
- Regulatory and compliance considerations.
- Client protection and conduct requirements.
- Conflicts of interest and ethical conduct.
- Confidentiality and protection of client information.
- Documentation and recordkeeping controls.
- Client money and financial control considerations where applicable.
- Internal controls, quality assurance, and audit readiness.

PRACTICAL APPLICATION

Analyze a broking operational risk scenario involving a complex claim, documentation gaps, compliance considerations, and client communication, then develop corrective actions.

DAY 05

Broking Performance, Digitalization, and Operational Excellence

- Insurance broking performance management.
- Key performance indicators for broking operations.
- Measuring retention, new business, placement effectiveness, service quality, and profitability.
- Portfolio analytics and management reporting.
- Monitoring insurer performance and service levels.
- Client satisfaction and relationship performance.

DAY 05 — CONTINUED

- Digital transformation in insurance broking.
- Workflow automation and process optimization.
- Data quality, analytics, and management information.
- Identifying operational efficiency opportunities.
- Building scalable broking operating models.
- Continuous improvement and operational excellence.

FINAL WORKSHOP

Develop an integrated Insurance Broking Management & Operations Improvement Plan covering client servicing, risk assessment, market placement, insurer selection, negotiation, policy administration, renewals, claims coordination, compliance, operational controls, performance measurement, digitalization, and continuous improvement.

Register or Request More Information

Course page: https://quest-training.com/courses/insurance-broking-management-operations-training-course
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