QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 2012

Insurance Business Resilience & Crisis Leadership Training Course

INSURANCE BUSINESS CONTINUITY & RESILIENCE
INSURANCE & RISK MANAGEMENT

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Insurance Business Resilience & Crisis Leadership Training Course provides a specialized framework for strengthening the resilience of insurance organizations and developing the leadership capabilities required to manage complex disruptions and crises. The programme combines organizational resilience, crisis preparedness, strategic decision-making, and leadership to help insurance executives and professionals protect critical services and maintain organizational stability under challenging conditions.

Participants will explore the major dimensions of resilience across the insurance value chain, including underwriting, claims, policy administration, distribution, customer service, finance, investments, technology, data, workforce, facilities, and third-party providers. The course focuses on identifying critical services, understanding operational dependencies, assessing vulnerabilities, and establishing resilience priorities.

A strong emphasis is placed on crisis leadership and executive decision-making under pressure. Participants will develop practical skills for assessing rapidly changing situations, setting priorities, allocating resources, managing uncertainty, coordinating response teams, communicating with stakeholders, and maintaining organizational confidence during major disruptions.

The programme also addresses cyber incidents, technology failures, major claims events, third-party disruptions, regulatory incidents, reputational crises, workforce disruption, and other emerging threats. Through case studies, crisis simulations, leadership exercises, scenario analysis, and an integrated final workshop, participants will develop practical strategies for strengthening insurance business resilience and leading effectively through crises.

Objectives

- By the end of this training course, participants will be able to:
- Explain the principles and strategic importance of business resilience in the insurance industry.
- Assess organizational resilience across critical insurance services and business functions.
- Identify operational dependencies, vulnerabilities, concentration risks, and potential points of failure.
- Evaluate the potential impact of disruptive events on customers, operations, finances, reputation,

and regulatory obligations.

- Establish resilience priorities for critical insurance services.
- Develop strategies for maintaining essential insurance operations during major disruptions.
- Apply crisis leadership principles to complex and rapidly changing situations.
- Strengthen executive decision-making under pressure, uncertainty, and incomplete information.
- Establish effective crisis leadership structures, roles, responsibilities, and escalation mechanisms.
- Coordinate multidisciplinary teams during significant business disruptions.
- Develop effective stakeholder communication and crisis messaging strategies.
- Manage cyber, technology, operational, third-party, workforce, and reputational crisis scenarios.
- Integrate business resilience with business continuity, crisis management, operational risk, and disaster recovery.
- Evaluate organizational readiness through scenario analysis, simulations, and resilience testing.
- Develop corrective actions and improvement strategies based on crisis and resilience assessments.
- Build a sustainable insurance business resilience and crisis leadership framework.

Who Should Attend

This course is designed for insurance executives, senior managers, business resilience leaders, crisis management professionals, business continuity managers, operational risk specialists, enterprise risk managers, and insurance operations leaders.

It is also highly relevant to claims and underwriting managers, technology and cybersecurity leaders, compliance and regulatory professionals, third-party risk managers, finance and investment managers, communications professionals, human resources leaders, disaster recovery specialists, and business process owners.

The programme is particularly suitable for professionals working in insurance companies, reinsurance organizations, insurance brokers, financial institutions, regulated insurance entities, and organizations responsible for managing critical insurance services and organizational resilience.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Assess the overall resilience of an insurance organization and its critical services.
- Identify critical business services and the dependencies required to maintain them.
- Map vulnerabilities across people, processes, technology, data, facilities, suppliers, and third parties.
- Evaluate organizational exposure to severe and disruptive scenarios.
- Establish resilience priorities and acceptable levels of disruption.
- Develop strategies for maintaining critical insurance services during crises.
- Apply structured crisis leadership and decision-making techniques.
- Make timely and informed decisions under pressure and uncertainty.
- Establish clear crisis command structures and escalation arrangements.
- Coordinate cross-functional response teams during major disruptions.
- Manage communication with customers, regulators, employees, suppliers, media, and senior stakeholders.
- Lead responses to cyber incidents, technology outages, major claims events, and third-party failures.
- Integrate crisis leadership with business continuity, disaster recovery, operational resilience, and enterprise risk management.
- Conduct scenario-based resilience assessments and crisis simulations.
- Identify organizational weaknesses and establish targeted resilience improvements.
- Develop a practical roadmap for strengthening insurance business resilience and crisis leadership capabilities.

Course Outline

DAY 01

Insurance Business Resilience and Organizational Preparedness

- Principles and dimensions of business resilience
- Strategic importance of resilience in the insurance industry

DAY 01 — CONTINUED

- Insurance value chain and critical business services
- Underwriting, claims, policy administration, distribution, and customer service resilience
- Financial, investment, technology, and data resilience
- Workforce, facilities, supplier, and third-party resilience
- Operational dependencies and concentration risks
- Identifying vulnerabilities and potential points of failure

PRACTICAL EXERCISE

Assessing the resilience of critical insurance services

DAY 02

Resilience Risk Assessment and Strategic Preparedness

- Identifying business disruption scenarios
- Operational, financial, technological, regulatory, and reputational risks
- Severe but plausible scenario analysis
- Assessing customer and policyholder impacts
- Dependency and vulnerability assessment
- Resilience priorities and acceptable disruption levels
- Resilience strategies for critical insurance operations
- Resource allocation and preparedness planning

PRACTICAL EXERCISE

Developing an insurance business resilience assessment

DAY 03

Crisis Leadership and Executive Decision-Making

- Principles of effective crisis leadership
- Leadership roles during major disruptions
- Crisis command structures and decision-making authorities

DAY 03 — CONTINUED

- Decision-making under uncertainty and incomplete information
- Prioritization and resource allocation during crises
- Managing pressure, ambiguity, and rapidly changing information
- Leading multidisciplinary crisis response teams
- Maintaining organizational confidence and stakeholder trust

PRACTICAL EXERCISE

Executive crisis leadership simulation

DAY 04

Crisis Response, Communication and Stakeholder Management

- Crisis response frameworks and activation procedures
- Crisis communication principles and strategies
- Communication with policyholders and customers
- Regulatory and government communication
- Employee, supplier, media, and stakeholder communication
- Cyberattack and technology disruption scenarios
- Major claims and operational crisis scenarios
- Third-party and outsourcing disruption
- Reputational and regulatory crisis management

PRACTICAL EXERCISE

Coordinating a complex insurance crisis response

DAY 05

Resilience Governance, Testing and Continuous Improvement

- Governance of business resilience and crisis leadership
- Roles, accountability, escalation, and executive oversight

DAY 05 — CONTINUED

- Resilience metrics and early-warning indicators
- Scenario testing, simulations, and crisis exercises
- Evaluating crisis response effectiveness
- Identifying resilience gaps and corrective actions
- Lessons learned and organizational improvement
- Integrating resilience with risk management, continuity, and disaster recovery
- Building a sustainable resilience culture
- Final Integrated Workshop: Developing an Insurance Business Resilience & Crisis Leadership Framework and Executive Response Plan

Register or Request More Information

Course page: https://quest-training.com/courses/insurance-business-resilience-crisis-leadership-training-course
Website: https://quest-training.com
Email: info@quest-training.com
Phone: +905016771440