

CPD TRAINING PROGRAM 2012
TOPICS AND OUTLINE

TOPICS	OUTLINE OF THE TOPICS	DATE
1. "Rewind and Fast Forward 2012" and an aesthetic outlook of the business environment in the Year of the Dragon 2012 (Fengshui Talk)	<ul style="list-style-type: none"> The challenges and achievements in 2011 and the opportunities in 2012 	10 February 2012
2. All about foreign workers insurance in Singapore	<ul style="list-style-type: none"> Provide an insight of the various insurances requirement that is available. Highlight the covers, exclusions and extensions in the various covers 	23 March 2012
3. Understanding Work Injury Compensation Insurance (WIC)	<ul style="list-style-type: none"> Highlight the various requirement under (WIC Act) Employer's duty liability under CL and WCI and highlight the impact and how it affect the Policy 	13 April 2012
4. A comprehensive understanding on claims management	<ul style="list-style-type: none"> Identify the different types of claims, including property and liability The methods used to investigate claims and the various parties involved and the settlement option available to Insurer The importance of reserving 	4 May 2012
5. "Back to Basic" – Property Insurance	<ul style="list-style-type: none"> Highlight the coverage, exclusions and extensions of a Property Insurance Policy Apply different approaches to information procurement for risk assessment and review information gathered Evaluate insurability of a potential insured based on underwriting considerations and risks information gathered Advise clients on their insurance needs based on risks presented and offer alternative insurance solutions 	6 July 2012
6. Dynamics of High Performance	<ul style="list-style-type: none"> Identify vital determinants for high performance and personal success Understand the difference behavioral responses in performance cycle Develop the right strategies and skills for meeting challenges of high performance 	27 July 2012
7. Pro-activity to Productivity – Leading for Performance	<ul style="list-style-type: none"> Understand factors that influence our mindset and affect performance. Recognize and avoid psychological performance traps Starting and monitoring the right activities for sales performance. Understand principles of Activity Management to increase sales productivity Learn effective ways to answer objections and manage sales resistance Create a systematic process to closing sales 	3 August 2012

Topic(s) and dates may be subjected to change.