International Seminar Programme

2017
Dear reader

This is our international seminar programme for 2017. Our professional trainings for the insurance industry are presented with a practical focus and based on our experience in continuing education.

We’d like to support you in your occupational development – please contact us!

The courses will be held in English; hence, participants should have a good command of the language.

Kind regards
Dr. Marianne Kutzner
Head of Gen Re Business School

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Programme may be subject to change
Underwriting plays an important role at all life insurance companies. With new developments of the market, higher sums insured and the rising complexity of medical cases the pressure on underwriters has increased in recent years. Only an underwriting specialist is capable of meeting these high demands. The necessary expertise is acquired through training and experience. Gen Re Business School has developed a comprehensive training programme for underwriters that satisfies all requirements to gain the necessary theoretical knowledge and practical experience.

Gen Re Medical Underwriting Programme

Module 3: Life/Critical Illness Underwriting
Content: Renal diseases – e.g. evaluation of urinalysis, oncological diseases – e.g. breast cancer, neurological and psychiatric diseases – affective disorders, schizophrenia, eating disorder, drug abuse; financial risks and their evaluation in underwriting; case studies and workshops
Location: Cologne
Date: 6 to 10 February 2017
Cost: € 2000,- (plus VAT where applicable)

Module 4: Disability Underwriting
Content: Product conditions, disability underwriting, dermatological, ENT, ocular, orthopaedic and psychiatric diseases – stress, anxiety, PTSD, psychosomatic; occupational risks and their evaluation in underwriting; case studies and workshops
Location: Cologne
Date: 19 to 23 June 2017
Cost: € 2000,- (plus VAT where applicable)

Module 1: Life/Critical Illness Underwriting
Content: Product conditions, aspects of medical and non-medical underwriting; interpretation of diagnostic laboratory data; cardiovascular and lung diseases; residential risks; evaluation in underwriting; case studies and workshops
Location: Cologne
Date: 23 to 27 October 2017
Cost: € 2000,- (plus VAT where applicable)

Contact: Anke Siebers, Tel. +49 221 9738 736
Mail: anke.siebers@genre.com
Professional Communication in Underwriting

Content: Evidence-based underwriting, decision-making and argumentation, tele-interviewing, strategic questions and active listening, applied argumentation theory, communication with agents / clients / doctors, reactions to resistances, strategies to win business, selling underwriting decisions

Location: Cologne

Date: Date on request

Cost: € 2000,- (plus VAT where applicable)

Professional Process Management in Underwriting

Content: Essentials of process and quality management, underwriting process monitoring, analysis of underwriting data, applying appropriate quality management tools, implementation of improvements in the underwriting team

Location: Cologne

Date: Date on request

Cost: € 1500,- (plus VAT where applicable)

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Markus Burbach, Tel. +49 221 9738 796
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Gen Re
Claims Assessment Programme

Claims assessment is a highly specialist field and the demands placed upon claims assessors have significantly increased in the past years. The wide variety of insurance products available requires a comprehensive knowledge in different fields. In addition, claims assessors must be capable of building a constructive claims management strategy. Excellent qualifications and professionalism are prerequisites for the accurate assessment of claims. Gen Re Business School’s compact training programme addresses this need and provides participants with flexible and qualified learning support.

CCS — Certified Claims Assessment Specialist (CII)

Module 2: Critical Illness Claims

**Content:** Product conditions, legal aspects and claims management; progression and prognosis of critical diseases — e.g. cardiology, neurology, cancer; critical illness exclusions, medical tests and diagnosis of severe diseases; cases and workshop

**Location:** Cologne

**Date:** 27 to 31 March 2017

**Cost:** € 2000,- (plus VAT where applicable)

Module 3: Health Insurance Claims

**Content:** Product and policy conditions, cost control and evaluation, claims management and methodology; medical treatment and diagnosis — e.g. tumour therapy, minimal invasive surgery, muscoskeletal diseases hepatitis, obesity; alternative medicine; cases and workshop

**Location:** Cologne

**Date:** 11 to 15 September 2017

**Cost:** € 2000,- (plus VAT where applicable)

**Contact:** Gerhard Riedel, Tel. +49 221 9738 760
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Anke Siebers, Tel. +49 21 9738 736
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Professional risk management skills are an important precondition for business success; skills which successful companies use to compete in a volatile market. It is important to identify deficiencies in a risk management process up front and to eradicate them rather than rely on post-event error correction that may incur cost and reputational damage. Gen Re Business School’s comprehensive training programme provides a deeper understanding of risk management methods, strategies and processes.

Risk Management Programme

Content: Risk map of insurance companies, kind of risks, Enterprise Risk Management (ERM), Solvency II and the impact of risk management, financial risks, life insurance related risks, operational risks, framework of risk management components, risk identification, risk assessment, risk treatment, measuring effectiveness, complex risk scenarios in insurance. The Seminar consists of a residential part and a guided self-study (3 parts) via our e-learning system at home.

Location: Cologne
Date: 26 to 30 June 2017
Cost: € 2500,- (plus VAT where applicable)

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Successful risk and capital management is critical to entrepreneurial success in the insurance industry. Being a reinsurer for us has always meant being a risk manager. This is why we analyse – together with our clients – all aspects of risk management over and above the risk based capital aspects. Our Annual Gen Re Life Forum is a unique platform to share opinions and to discuss results. Each year, the conference focuses on one major aspect of risk management – since the launch of the conference we have discussed the emergence and management of a variety of risks affecting the life insurance industry.

The Annual Gen Re Life Forum

Content: Developments in the global life insurance market, challenges in risk and capital management, importance of customer service, developments in digitalization, in product design and distribution, implications in managing big data.

Location: Cologne

Date: Scheduled for September 2017

Cost: By invitation only

Contact: Dr. Marianne Kutzner, Tel. +49 221 9738 678
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International Product Trends

Every year life insurance practitioners from all over the world come together to discuss current issues in life and health insurance. The seminar covers current issues and trends in various product lines – life, critical illness, disability, preferred lives. We address market developments such as mortality improvements and morbidity in different countries, increasing life expectancy, new law regulations, marketing issues, insurance pricing, underwriting and claims trends, etc. The seminar should provide the backdrop for interesting dialogue between fellow practitioners and selected speakers.

International Product Trends 2016

Content: International developments affecting life and health insurance products, product trends and innovation, product development in an adverse market environment, impact of underwriting and distribution on product design, market news around the world

Location: Cologne

Date: Scheduled for September 2017

Cost: € 800,- (plus VAT where applicable)

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The Gen Re Life/Health Actuarial Course covers a vast area of subjects such as traditional and innovative insurance products, advanced risk management concepts as well as modern actuarial techniques, such as embedded value calculation and risk-based capital assessment. The course addresses the needs of actuaries with varying years of experience. It offers ample opportunity to learn from Gen Re’s comprehensive knowledge base as well as to exchange ideas and raise questions. Over the course participants will also have the opportunity to participate in the Primary Insurance Management Exercise (PRIME).

Actuarial Course Life/Health

Content: Traditional life and health product information as well as emerging global trends, pricing and design considerations in key products, additional focus on mortality and longevity risk, reviewing key actuarial concerns in major control functions of insurance companies, from pricing and reserving to solvency and embedded values, increased spotlight on risk identification, modeling and management

Location: Cologne

Date: 3 to 7 July 2017

Cost: € 2500,- (plus VAT where applicable)

Contact: Mirko von Haxthausen, Tel. +49 221 9738 156
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For Information

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For Registration

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The Annual Gen Re Life Forum
International Product Trends
Gen Re Life/Health Actuarial Course (GRAC)
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Please ask for our detailed brochures for the courses!

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