

Make change happen

Getting insurers ready to serve low-income and emerging markets



9:00-13:00 (EET)
17-18 May 2022



Online (via
Zoom)

Deadline to register
15 May 2022
Registration fee
1,000 LE

Join us for this online
training to learn all about:

*...the **characteristics of low-income and emerging markets***

*...the changes insurers need to make in order to
serve markets effectively*

*...managing changes through a **systematic approach***

Target audience

- Insurers and intermediaries that is undertaking an innovation and change project
- Insurers and intermediaries that are interested in undertaking such a project to cater to low-income households and emerging consumers
- Participants should function at the management or project management level within their organization

Agenda

Below is an overview of the sessions of this two-day training. Each day contains about 4 hours of interactive sessions, packed with examples, exercises and case studies, as below:

Day 1

- Introduction
- Why change management matters?
- The change process: Step 1 – Identifying the desired future
- The change process: Steps 2 and 3 – Securing buy-in and Organizing for change

Day 2

- The change process: Steps 2 and 3 – Securing buy-in and Organizing for change
- The change process: Step 4 – Implementing changes
- The change process: Steps 5 and 6 – Measuring and communicating success and Mainstreaming changes
- Wrap-up

Master trainer



Aparna Dalal leads the Research and Innovation initiative of the ILO's Impact Insurance Facility. She works primarily on mobile services, bundling insurance with other financial services, analysis and documentation. She has a decade of technology and business management experience in the public and private sector. Before joining the ILO, Aparna was the Director of Special Projects at the Financial Access Initiative at New York University, where she led microinsurance research projects.

Join us!

For registration, please write to Mahmoud Nessem at Mahmoud.nesim@fra.gov.eg.

Payment of the participation fee of 1,000 LE should be made direct transfer to (9/450/86990/2) - Central Bank of Egypt or by credit card in FRA premises before the start of the training on 17 May 2022.

For questions regarding payments, please contact Mahmoud Nessem, through email Mahmoud.nesim@fra.gov.eg or phone: 00201067728107.