



Competencies for Insurance Industry

Agriculture Age (farmers)

Industrial Age (factory workers)

Information Age (knowledge workers)

Conceptual Age (creators & empathizers)

Source: Dan Pink, *A Whole New Mind*

Insurance sector

- Growth + Speed + Change
- Value Proposition & Innovation
- Marriage – excited, apprehensive, future being created, long term
 - Sector
 - Organization
 - Team
 - Individual

Opportunity of being in right place at right time

INSURANCE OCCUPATIONS

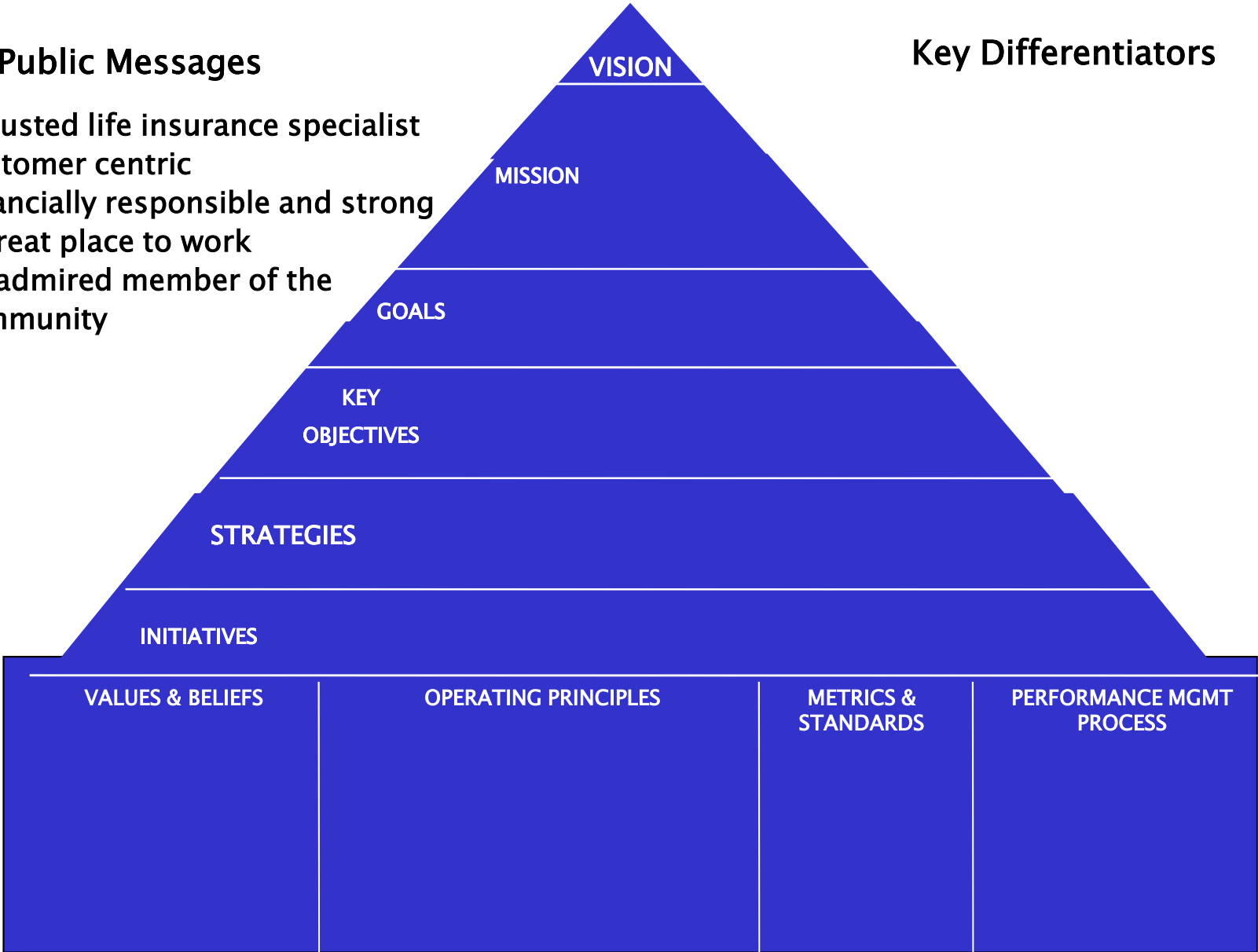
- Sales
- Operations and Customer Services
- Technical : Underwriter, Actuary, Products
- Corporate : Finance, Risk, Legal, IT, Marketing....

Road Map to becoming India's most admired life insurance company

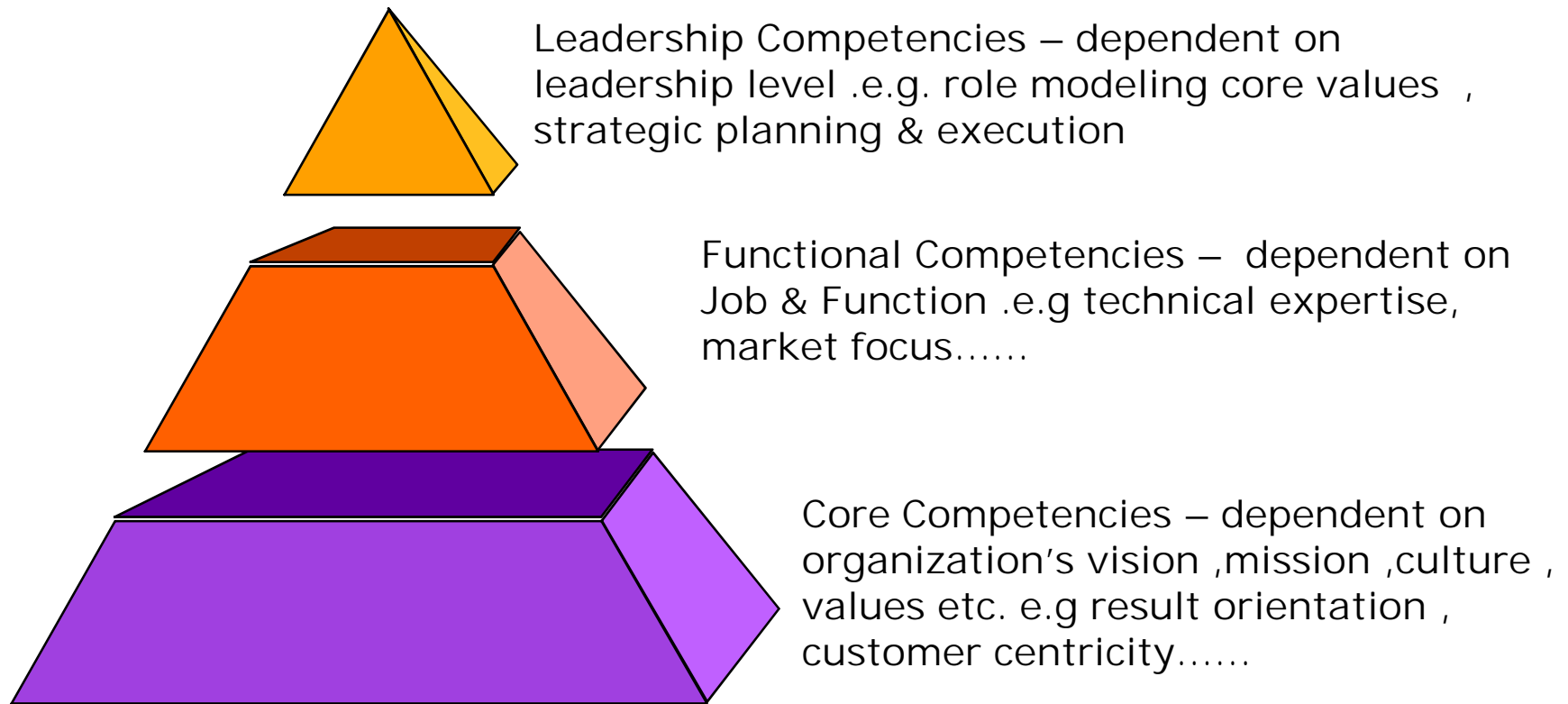
Key Public Messages

- A trusted life insurance specialist
- Customer centric
- Financially responsible and strong
- A great place to work
- An admired member of the community

Key Differentiators



Insurance Competencies



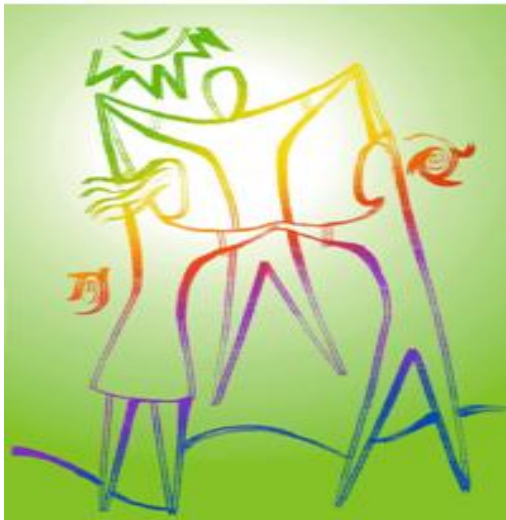
Understand Yourself

**Can you
do it ?**
(Knowledge
& skills)

**Will you
do it ?**
(Interests &
Values)

Will You fit in ?
(Traits &
Personality)

Sweet spot!



Key to success

- Integrity : Trust, Honesty, Dependability
- Clarity on WIIFM in long term
- Drive to succeed : Persistent and work hard
- Emotional resilience
- Role Mastery : Customer needs & Service Attitude
- Never stop learning
- Flexibility and Adaptability
- Team Player



Thank you