

2017 TRAINING MASTER PLAN

TECHNICAL & NON-TECHNICAL COMPETENCIES

#	COMPETENCIES	TRAINING TITLE	DEPARTMENT	Internal / External	TARGET QUARTER					REMARKS
						1st	2nd	3rd	4th	
1	Business Accumen	Laus Group Branding	New Hires	Internal	Planned					
					Actual					
2	Effective Communication	Assertive Communication	Sales, Claims, Underwriting, Finance & Marketing	Internal	Planned					
					Actual					
3	Organizational/Time Management	How to Improve Productivity in the Workplace	Sales, Claims, Underwriting, Finance & Marketing	Internal	Planned					
					Actual					
4	Productivity	Basic Excel	Sales, Claims, Underwriting, Finance & Marketing	Internal	Planned					
					Actual					
4	Productivity	Advance Excel	Sales, Claims, Underwriting, Finance & Marketing	Internal	Planned					
					Actual					
5	Written Communication / Business Writing	Effective Business Writing Techniques Seminar	Sales, Claims, Underwriting, Finance & Marketing	Internal	Planned					
					Actual					
6	Knowledge on ISO	ISO Seminar	Marketing, Admin, Claims & Sales	External	Planned					
					Actual					
7	Leadership	Situational Leadership	Supervisors & Assistant Managers	Internal	Planned					
					Actual					
8	Technical Expertise	Principles of Non-Life Insurance	Sales Group, Claims & New Hires	Internal	Planned					
					Actual					
9	Technical Expertise	Advance Motor Insurance: Review of Policy Wordings	Sales Group, Claims & New Hires	Internal	Planned					
					Actual					
10	Technical Expertise	Homeowner Fire Insurance Plus Product Coverage and Guidelines	Sales Group, Claims & New Hires	External	Planned					
					Actual					
11	Technical Expertise	Location Risk Assessment	Sales Group & Underwriting	Internal	Planned					
					Actual					
12	Technical Expertise	PA Platinum Product Coverage and Guidelines	Sales Group, Claims & New Hires	Internal	Planned					
					Actual					

Legend:



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