



LEADERSHIP DEVELOPMENT PROGRAMME

- Organized by : Institute of Actuaries of India (IAI)
- Venue : Hotel Central Blue Stone, Gurgaon
- Date : 20th – 21st November 2014
- Faculty : Mr. Satish Kakri



Economic environment of business has evolved immensely over the last decade riding largely on globalization. With the global integration of business and economies, world today has become a local workplace, elastic to socio political or economic changes across the geographical boundaries.

In this dynamic economic environment, “Effective Communication” is no longer a matter of choice but is an organizational imperative, forming the basis of understanding customer need, exchange of ideas, knowledge sharing, planning and other aspects of Organization Management. In this context, there is an overwhelming need for skill building in the area of Business communication.

The leadership seminar held in the Gurgaon was an effective step in addressing this need. The seminar was

organized by “Institute of Actuaries”, India and was delivered by Mr. Satish Kakri, who has extensive experience in the area of Management and Education consulting. The seminar was a two day affair. The first day was used to develop the building blocks of effective communication such as “Voice and Speech Management”, “Presentation skills training, Body Language etc. The second day was dedicated to Leadership skill building, leveraging on the learnings from the previous day.

Day 1

The key to a successful communication workshop is greater participation and communication amongst the participants. The initial exercises were aimed at bracing the participant with enthusiasm and excitement for the workshop.

The workshop began with an introductory session, where each participant had to offer a brief introduction of him/her. The introductory session was reflective of the wide participation across different areas of work. There were 17 participants from different work areas such as Life, General, Reinsurance, Consulting, Business processing etc.

The introductory session was followed

About the Author



ridhi.pal18@gmail.com

Ridhi Paliwal is an Associate member of Institute of Actuaries, India. She is currently working as Sr. Manager – Actuarial in Aviva Life Insurance.

by a voice modulation exercise, where all participants had to speak in chorus as a group. Along with the voice modulation, the exercise helped participants to act like a group and get positively predisposed to the rest of the action.

As the above two exercises got the group prepared and excited for the rest of the activities, it was time for a group exercise. The participants were divided into groups of equal strength and each group was given a project. The topics provided were socially and economically relevant, with a large scope of brainstorming amongst the group members. A member of each group had to present (with assistance of other members) the working & inferences of the project, while other groups were given opportunity to question the group making the presentation.

The activity resulted in a great deal of engagement & participation by each group member. It gave participants an opportunity to assess their communication skills in the light of group interaction and to build on the skill of communication with a group with diverse background.



After the group activity, it was time for an individual exercise, where each participant had to write on a topic of choice and speak for 5 minutes. The activity helped the participants to assess their capacity to make good presentation, providing an opportunity to identify areas of improvement.



Day 1 concluded with great insight into the tools of effective communication and a road map to bring in the learnings and skills acquired in the training, into the mainstream of our communication. Ideas were sought on modifications that could be made to the format followed on Day 1. The suggestions from the feedback discussion were implemented in the Day 2 activities.

Key Learnings from Day 1

- ❖ Importance of Right Voice modulation, emphasis on the key words, pauses at the right place, moderate pace etc.
- ❖ Managing Non Verbal communication, such as facial expressions, body posture, gestures, eye movement.
- ❖ Importance of breathing while speaking, as deep breathing allows you to calm your nerves and enables you to be confident before and during a speech. Air flow from your mouth gives your voice power and resonance
- ❖ Content Management, speaking only when you have the relevant content to make the right impression
- ❖ Importance of listening in the process of communication. Successful communication involves understanding and respecting the point of view of others and allowing others with their communication space.
- ❖ Argumentative style of

communication is to be avoided, there is reasonable merit in understanding that everyone may not agree to with your opinion

- ❖ Presentation techniques to ensure that audience comprehends & retains the content easily.

Day 2

If Day 1 was about laying a strong foundation of speech building, Day 2 had activities & exercises aimed at building leadership skills.



Day 2 began on a similar note as Day 1 with some warm-up exercises on voice modulation and revisiting the concept of Voice and Speech training.

It was followed by an exercise where everyone was asked to prepare and deliver a speech on emotional topics like “Happiness”, “Anger” etc. The activity was aimed at making the participants communicate on topics that are relatable and hence easy to articulate. Speeches on such topics were introspective & involved individual assessment of these emotions and experience sharing within the group. Again, after the presentations, feedback was given on areas like voice modulation, use of short sentences, etc.

A very beautiful & memorable quote was made by the faculty Mr. Satish Kakri on the importance of communication and expression **“A good content will remain inside you, like a beautiful flower in a jungle if you cannot present it well”**

It was now time for a role play exercise, aimed at building leadership & communication abilities in the middle of a practical situation. All the participants were divided into 3 groups & each group was given a topic which they had to enact. The Topics ranged from situation like Bus breakdown in middle of a jungle, Plane hijack etc.

The role play activities witnessed a very enthusiastic participation from everyone.

It was a great learning exercise with loads of fun, which provided insights into effective communication in a crisis situation and ability to improvise as the situation unravels. It also helped us understand ways in which we can manage a situation that is not in our control and things that should be avoided.

The final exercise of Day 2 was a group discussion and presentation activity for which the participants were divided into groups. However, the topics, unlike the earlier ones were technical case studies, for eg. A company exploring overseas investment opportunities, Investment composition of a pension fund etc. Each group had to discuss the topic exhaustively within the group and make a small presentation on the key findings. Group discussions on such topics were extremely insightful, as people coming from varying professional backgrounds were able to analyse the case study from diverse point of views and were able to explore many aspects of a given situation. Since the topics were technical, there were often healthy differences of opinion, with members attempting to convince each other, at the same time making efforts to appreciate and understand view offered by other members.

Videos of speeches by the great speakers of the world were played towards the end. It enabled us to learn from the best examples on different aspect of effective speech making, especially voice modulation, including the right pitch, tone, stress on the key words, appropriate pauses etc.

A constructive feedback is the key to identify areas of improvement and to devise a strategy to implement the learnings into action. Seminar concluded with a constructive feedback to each participant, so that the skill built over two days long workshop could be made an integral part of our communication and enable us to build leadership abilities in





our professional and personal pursuits. It was great opportunity to participate in a seminar aimed at skill building in communication and leadership management. The learnings from the workshop were immense and provided a great scope of self improvement on a continuous basis.

Key Learnings from Day 2


- ❖ Time Management, a key to effective management and leadership was the underlying spirit of the workshop. The importance of managing the

available time in the most efficient manner was emphasized throughout the seminar.

- ❖ Effective Leadership arises from a sense of awareness about your strengths and areas of improvement, and ability to be prepared to face any complexity.
- ❖ Continuous investment in your own skill set and capabilities is important to be able to comprehend situations before them and to make better business decisions.

- ❖ Ability to empathize with others and improvise in a practical situation allows us to approach any problem proactively with a positive attitude. The role play exercises were devoted to develop these skills.
- ❖ Staying organized, maintaining a log of activities to be completed, taking notes, and learning from experience is immensely important in building and nurturing a sustainable Leadership character.





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informations@actuarial.pt
 Tel. +351 213 524 719
www.actuarial.pt
 Rua Viriato 25, 5º | 1050-234 Lisbon | PORTUGAL



LDP Feedback received from participants

I came to the training with an open mind. I was pleasantly surprised. The content of the material was exhaustive and enriching. It consisted of various exercises that I can practice daily. I also learned about fine techniques of public speaking. This has added to my confidence. Also, the pace of the training was at a comfortable level. The visuals shown were explained with clarity. Personal feedback for everyone was a welcome feature of the training. Overall the training was very good and would recommend it to my peers as well.

It has helped me to remove my fear of coming in front of people and speaking up. The experience is a value addition to my profile. Looking forward to tomorrow's leadership session

This programme helped me in understanding basic area needs to focus upon while delivering presentations. A Roller coaster ride with colorful ideas!

It helped me to make my communication more effective in public/big meetings. It helped to know the importance of using all speech organs. I learnt few good exercises to improve my communication skills. Personal feedback sessions were very beneficial.

It was a good experience taking out time to improve the leadership and soft skills. Being with people who have desire to learn and practice the exercises to improve our speech was enriching. The personal feedback made me aware of the areas that I need to work on. I would like this programme to improve further.

Yes, I certainly felt more confident to interact & walk up & talk. Helpful to enable to hone myself in the direction of becoming a better communicator & leader.

I normally get things in head right, but when it comes to expressing this doesn't go as expected. Given the opportunities to speak in front of an audience & with practice this will improve. I think this was a must to do session for me. I normally struggle coming in front & speaking....

Before coming to any seminar we expect something. I got more than I expected from it. It was well planned and focused towards the purpose. I personally realize a change in my communication skills during the course and hope it will be better in future. It added confidence in my personality and gave a direction how to achieve your long term goal. It was very assertive in nature.

It was a very unique experience. Facilitator was full in command and taught some very good and unknown things about Communication. Regarding leadership skills, he told and explained very well about holding stage, public speaking etc. I would like to thank IAI for conducting this seminar. Looking forward for many more sessions/seminar like this.

I enjoyed the session very much. This kept me engaged throughout the 2 days. I liked the way course was presented. It has been a great experience to stand & speak in front of a group. I sensed a change in myself in the last 2 days. The message the trainer was trying to convey was very clear and i hope i can apply my learning and after regular practice will achieve the objective. The only feedback i had is to have more balanced session between 2 days - I found that day 1 session more hectic whereas higher on the second day...

I was looking for such a training. We couldn't find it. The IAI provided an opportunity to improve my communication as well as interpersonal skills. Earlier I fumbled to make a public speech. I think there should be more sessions on communication required because we are Actuaries not from language classes.

Attending the training has definitely been fruitful. It gave many opportunities of coming to stage & to address the audience. Besides, I had only superficial understanding of concepts like breathing, modulation. The training programme practically demonstrated the utilities of such concepts. Now I can start working on such areas. This will also improve my observation quality from communication perspective. Main takeaway from this training is my resolve to earmark some time on daily basis for communication practice and writing.

Yes, Really appreciable. Reinforcement of the basics of Communication and a framework for rating/ assessing my confidence & improvement.

Benefitted most from identifying gaps in my communication. It was a productive experience and has used me to have my skills further.

I have gained a sense of confidence to speak in front of an audience.

