



# MONTHLY NEWSLETTER

JUNE EDITION 2024



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## Introduction

Welcome to the June Edition of the Insurance Institute of Zimbabwe's Newsletter! This month, we're excited to bring you the latest updates on our activities and initiatives. Stay informed about the dynamic changes and opportunities within your Institute. Don't miss out on key insights and developments that can propel your professional journey forward. Subscribe now to ensure you receive your copy and remain at the forefront of industry advancements. Join us in celebrating progress and shaping the future of the Institute together!

## Short Courses

In June we effectively provided "Reinsurance accounting" with 66 attendees divided down as 61 physical and 3 from Botswana virtual. By covering the insurer against accumulated liabilities, reinsurance gives the insurer more security for its equity and solvency by increasing its ability to withstand the financial burden when unusual, major events occur enforcement.



Below are the upcoming courses for the month of July:

1. Strategy Formulation Tactics: Targeting Future Leaders for Executive roles (11 July)



# STRATEGY FORMULATION TACTICS

**Course Objectives**  
To prepare and upskill upcoming future leaders for Executives roles

**Course Content**

- Strategy Formulation and Planning
- SWOT and COWS Models
- Evaluation of strategy (SPACE Metrix)
- Strategy Execution
- Leadership & Team Perspectives

**REGISTER TODAY**

**\$60**  
investment



*Donald Muthe*  
FACILITATOR

**11 July**  
08:00 HRS- 17:00 HRS

**Rainbow Hotel (Byo)**  
Corner 10th Avenue,  
Josiah Tongogara Rd, Bulawayo



Contact us for more information: [czanza@iizim.co.zw](mailto:czanza@iizim.co.zw) | +263 78 490 5983 | 41 Caithness Rd, Eastlea

2. Insurance Customer Experience Management:  
 Targeting Sales Team, Customer Service Teams and Customer Support Teams. (12 July)




# Insurance Customer Experience Management

**12 July**  
9AM-4PM

**Cresta Oasis**  
124 Nelson Mandela Ave,  
Harare, Zimbabwe

**\$60**  
INVESTMENT

*Patience Phiri*  
FACILITATOR

**Course Objectives**

- **Personal Branding** | Explore how building a personal brand strengthens the corporate brand and enhances service excellence.
- **Grooming and Etiquette** | Unpack the role of grooming and etiquette in creating lasting customer impressions.
- **Total Quality Management (TQM)** | Introduce TQM principles and tools for integrating service quality into every aspect of work.
- **Communication** | Highlight the importance of effective communication in building strong business relationships with customers.
- **Customer Relationship Management (CRM)** | Showcase the value of CRM in customer retention and loyalty.

**Course Content**

- Personal Branding
- Grooming and Etiquette
- Total Quality Management (TQM).
- Communication
- Customer Relationship Management

**Target Audience**

- **Sales Teams** | staff that sell products and services to potential and existing clients
- **Customer Service Teams** | staff who interact with and provide regular services to clients
- **Customer Support Teams** | Admin, Management, Leadership, Office staff etc

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## Upcoming Events

- 19 JULY** **Graduation Ceremony**  
Rainbow Towers. Harare
- 18 AUG** **Winter School**  
Monte Claire, Inyanga
- 10 NOV** **Annual Conference**  
Elephant Hills, Victoria Falls
- 13 DEC** **Annual Dinner**  
Meikles Hotel, Harare



# IIZ Graduation Ceremony



TIME: 7:00 am to 11:00 am

FRIDAY 19 July 2024

VENUE: Rainbow Towers Hotel

RSVP by the 5th of July at [czanza@iizim.co.zw](mailto:czanza@iizim.co.zw) | +263 78 490 5983

# New Developments



HEAD HUNTERS INTERNATIONAL

## Collaborations

An important step toward encouraging cooperation and excellence in the insurance industry has been taken with the formation of a partnership between the Insurance Institute of Zimbabwe (IIZ) and Head Hunters International (HH).

The goal of this strategic partnership is to improve capacity building, knowledge exchange, and professional development for insurance professionals

 in Partnership with 

### Strategy Execution: Balance Scorecard and Performance Management

#### Course Objectives

This transformative course equips participants with essential knowledge, cutting-edge tools, and solid foundations to develop game-changing strategies for organizations. Upon completion, participants will:

- Be empowered to craft powerful and effective strategies for organizations.
- Focus on creating positive impact by generating lasting social and economic value.
- Gain a comprehensive perspective on creating meaningful and enduring outcomes through strategy execution.

#### Course Content

- Developing the Strategy
- Translating the Strategy
- Linking Strategy to Operations
- Aligning the Organization
- Aligning the People
- Monitor and Learn
- Test and Adapt

#### Target Audience

- Chief Executive Officers
- Managing Directors
- Chief Finance Officers
- Members of Boards
- Heads of Departments
- Human Resource Managers
- Strategic Planning Teams
- Managers

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Scan to Register

*Dr. Andrew Zemedze*  
Lead Facilitator

 Thursday - Friday  
**AUG. 22-23**  
Cresta Lodge, Msasa

Please be on the lookout the following collaborative training Programs:

Programme	Date	Mode of Delivery
Sales Training	11 July 2024	Online
Balance Scorecard & Performance Mgt.	22 – 23 August 2024	Blended
The Impact of Emotional Intelligence	12 September 2024	Online
Certificate in Risk Management	23 Sept. – 25 Nov. 2024	Blended
Leadership training	14 – 18 October 2024	Online

## Insurance Awareness Run



The institute partook in the INSURANCE AWARENESS RUN hosted by IPEC. It was an amazing event that saw the Insurance Institute exhibiting to the runners from all over the insurance industry at the ZB Sports club. The event gave room for the industry to meet, greet and network.



# IIZ Annual Golf Tournament



The Insurance Institute General Manager Mr Davison Choeni (left), and the AFC MD, Mr. Kasukume handing over a gift for the Ladies Longest Drive to Ms Zhande.

The Insurance Institute of Zimbabwe’s annual fundraising golf tournament was successful with over 40 teams participated for the tournament. It was a record-breaking event with more than 15 sponsors and exhibitors. Our appreciation goes to ICZ, CBZ Advisory, Cell Insurance company, Trans Axis Reinsurance, WACARe, Fidelity Life, ZBRe, ZB Holdings, Shelter Zimbabwe, Hyundai Zimbabwe, Alliance Insurance, FEDEX, Bright Insurance Brokers, Safel Insurance Company, AFC, First Link Insurance Brokers, Croco Motors and Nyaradzo for making this event a success

Our thank you also goes to Mr Isaac Zinhangwa, the golf convener who went over and beyond to make this event very fun and exciting.

# Insurance and Micro-Finance Expo



The Insurance Institute of Zimbabwe Education and Training Officer Ms. Chiedza Zanza explaining courses that are offered by IIZ to stakeholders at the Insurance and Micro-Finance Expo in Bulawayo. This engagement saw the Institute coming out with prospective students from the Bulawayo insurance industry and companies such as Kingdom Blue Funeral.

# June Highlights Gallery





# APRIL 2024 EXAMINATION RESULTS NOW OUT!!!



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