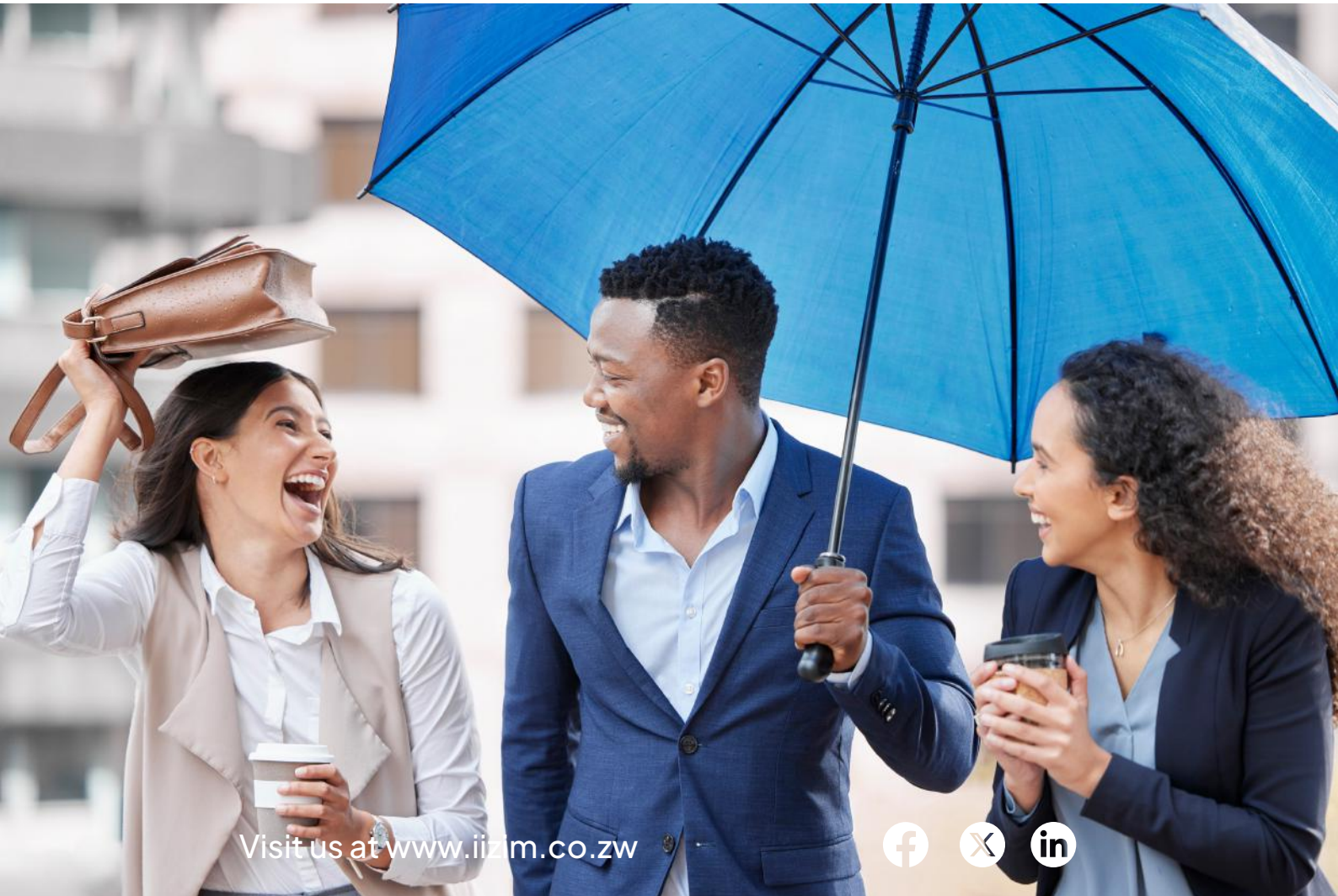




MONTHLY NEWSLETTER

SEPTEMBER 2025



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Introduction

September was a month of progress and partnership for the Insurance Institute of Zimbabwe (IIZ).

Through impactful trainings, strategic engagements, and knowledge-sharing platforms, we continued to strengthen professional standards and inspire growth across the insurance industry.

Strengthening Partnerships for a Stronger Industry

The Insurance Institute of Zimbabwe (IIZ) has partnered with the Association of Health Funders of Zimbabwe (AHFoZ) in a transformative collaboration aimed at strengthening the insurance and health sectors through innovation and professional excellence.

Our General Manager, Mr. Davison Choeni, attended the AHFoZ event alongside AHFoZ CEO Madam Shylet Sanyanga and Board Chairperson Mr. Stanford Sisya, marking the launch of a joint initiative to administer the Certificate of Proficiency in Health Insurance.

This partnership will enhance industry expertise, improve service quality, and expand access to healthcare by equipping professionals with specialized health insurance knowledge. It will also foster collaboration across the sector, create new job opportunities, and elevate professional standards.

Together, IIZ and AHFoZ are driving growth and progress for Zimbabwe's insurance industry and the nation at large.



From left: Stanford Sisya, Shylet Sanyanga and Davison Choeni

IPMZ HR Symposium

The Institute proudly participated in the IPMZ HR Symposium, held in the picturesque town of Kariba from 17–20 September 2025, under the forward-looking theme “Empowering People Through Digital Transformation.”

Represented by our dynamic President, Madam Clementine Chinyuku, the Institute joined forces with HR professionals, thought leaders, and innovators from across the region to explore the evolving role of human capital in the digital age.

This strategic engagement also marked a significant step in fostering collaboration between the Insurance Institute of Zimbabwe (IIZ) and the Institute of People Management of Zimbabwe (IPMZ), aimed at strengthening professional development and knowledge exchange across industries. The symposium featured rich discussions on building trust in HR, navigating ethical challenges posed by emerging technologies, and promoting entrepreneurship and financial literacy as key drivers of organizational success.

With vibrant networking, insightful presentations, and a shared vision for the future, the event reaffirmed the Institute’s commitment to innovation, leadership, and regional impact.



ZAFA Annual Conference: Strengthening Bonds, Inspiring Growth

From 21–23 September 2025, the Insurance Institute of Zimbabwe (IIZ) proudly joined one of our key stakeholders, the Zimbabwe Association of Funeral Assurers (ZAFA), at their Annual Conference held in Bulawayo.

For IIZ, every engagement goes beyond attendance; it is an opportunity to strengthen partnerships, exchange knowledge, and inspire innovation that drives progress across the insurance industry. The ZAFA Conference provided a dynamic platform for dialogue, collaboration, and reflection on how the sector can continue to serve communities with compassion and excellence.

Through such strategic collaborations, we continue to reimagine the future of insurance in Zimbabwe, fostering resilience, professionalism, and purpose in everything we do.



Webinar Success: Building Resilience in the Workplace

We are thrilled to share the success of our recent webinar titled “Building Resilience: Managing Stress and Pressure at the Workplace”, proudly sponsored by ICRA – International Credit Rating Africa. Held virtually, the session attracted an impressive audience of over 250 delegates from across Zimbabwe and beyond, including participants from Mozambique, Botswana, and Uganda. The high turnout and enthusiastic engagement highlighted the growing importance of mental wellness and resilience in today’s professional environments.

The webinar was expertly facilitated by Dr. Precious Mlingo, a renowned leadership and wellness coach, whose insights and practical strategies empowered attendees to better understand workplace stress and how to effectively manage it. From identifying stress triggers to implementing coping mechanisms, the session was packed with valuable takeaways that left participants feeling informed, inspired, and equipped to thrive under pressure. We extend our heartfelt gratitude to Dr. Mlingo for her dynamic facilitation, to ICRA for their generous sponsorship, and to all our delegates for their active participation and support. Your presence made this event a resounding success!

Stay tuned for more empowering sessions as we continue to promote wellness and professional growth across the region.

The graphic features the Insurance Institute Zimbabwe logo (a shield with a yellow bird) and the ICRA Rating logo (a stylized 'K' in a blue circle) with the text 'sponsored by'. The main title is 'Building Resilience: Managing Stress and Pressure at the Workplace' in blue and black. A QR code is located in the bottom left, next to a red 'FREE' badge. A photo of Dr. Precious Mlingo, a woman with short black hair wearing a white blazer with floral embroidery, is on the right. A blue banner at the bottom right identifies her as the 'Facilitator: Dr. Precious Mlingo'. The background shows a blurred office scene with people.

Bounce Back Faster: A Business Interruption Masterclass

The Insurance Institute of Zimbabwe (IIZ) successfully hosted an insightful Business Interruption Masterclass facilitated by Mr. Siziwe Gwasira. The session brought together underwriters, claims personnel, brokers, and agents eager to deepen their understanding of business interruption insurance.

Participants explored key topics such as the purpose of business interruption insurance, standard policy wording, determining the sum insured, and claim calculations. The discussion also covered vital concepts like Increased vs Additional Increased Cost of Working, and customer and supplier's extensions; equipping professionals with practical knowledge to better serve their clients.

The one-day masterclass not only provided 6 CPD points but also strengthened participants' technical capacity to help businesses recover swiftly after loss. IIZ continues to champion professional growth and industry excellence through specialized learning experiences like this.



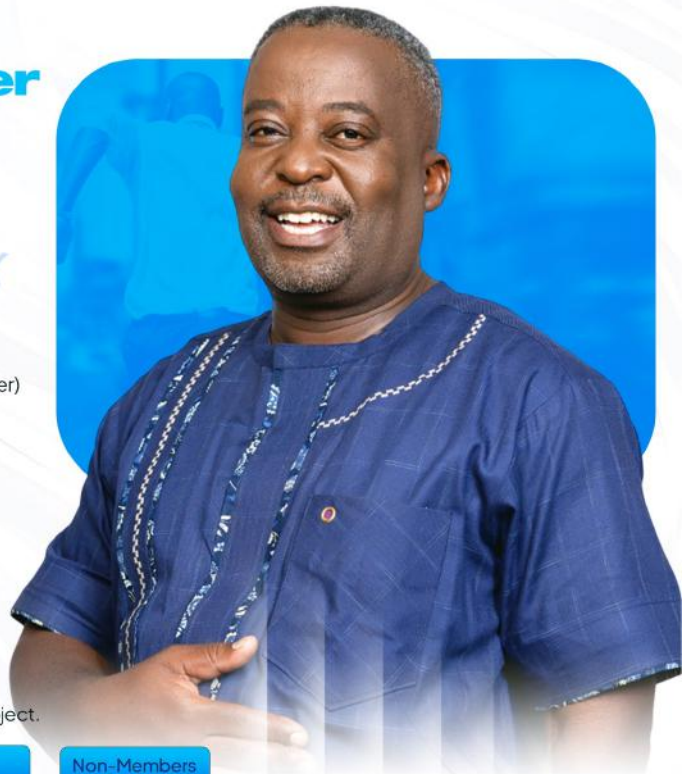
Bounce Back Faster A BUSINESS INTERRUPTION MASTERCLASS

Topics

- Purpose of Business Interruption insurance
- Review of standard Business Interruption policy wording (Rate of Gross Profit, Annual Turnover, and Standard Turnover)
- Determination of Sum Insured
 1. Difference Basis
 2. Addition Basis
- Increased vs Additional Increased Cost of Working
- Customer and supplier's extension
- Claim calculation example

Course is ideal for:

- Underwriters
- Claims personnel
- Brokers and agents
- Those aspiring to take Business Interruption as an Exam subject.



Register Today

Earn 6 CPD Points

Members
\$90

Non-Members
\$100



Venue
Cresta Oasis



Date
26 September



Time
8:30-16:00

Facilitator
Siziwe Gwasira

Emotional Intelligence Webinar

The Emotional Intelligence Webinar, an empowering session designed to help you strengthen leadership, teamwork, and client relationships within the insurance industry. Discover how mastering Emotional Intelligence can boost performance, enhance empathy, and transform the way you engage with clients, colleagues, and challenges.

Led by Beatrice Mugandani, this session will equip you with practical tools to manage stress, foster collaboration, and build lasting trust; essential traits for success in today's dynamic insurance landscape.



Scan to Register



Emotional Intelligence Webinar

Building Stronger Relationships and Driving Success in Insurance

Course Objectives

- To introduce the concept of Emotional Intelligence (EI) and its relevance in the insurance sector.
- To explore how EI enhances client engagement, trust-building, and retention.
- To equip participants with practical tools for managing stress, conflict, and high-pressure situations.
- To highlight the role of EI in teamwork, leadership, and overall organizational performance.
- To foster self-awareness and empathy as essential skills for insurance professionals.

Target Audience

- Insurance agents and brokers
- Underwriters and claims officers
- Customer service representatives
- Team leaders and managers in insurance companies
- Students and young professionals pursuing careers in insurance

Expected Outcomes

- Understand the key components of Emotional Intelligence (self-awareness, self-regulation, empathy, motivation, and social skills).
- Apply EI skills to improve client interactions and deliver better customer experiences.
- Recognize the importance of empathy and active listening in handling claims and complaints.
- Manage workplace stress and conflict more effectively.
- Strengthen collaboration and communication within insurance teams.
- Leverage EI to enhance personal effectiveness and career growth in the insurance industry



Facilitator

Beatrice Mugandani

free



Wed. 29 Oct.
From 11am-1pm

Earn 6 CPD Points

Register Now

GET IN TOUCH

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Call Us For Information
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2025 CALENDAR OF EVENTS

	DATE	EVENT / ACTIVITY	VENUE
MARCH	4-7	Insurance Industry C-Suite Leadership Retreat	Sun City
	14	Annual Graduation	Rainbow Towers Hotel
APRIL	7-17	1st Exam Session	
	22-26	Zimbabwe International Trade Fair (ZITF)	Bulawayo
MAY	7	Market Activation and Golf Tournament	Botswana
	16	Fellowship Luncheon	TBA
JUNE	27	Annual Golf Tournament	Chapman Golf Course
	28	Insurance Awareness Day (Career Guidance Day)	TBA
JULY	11	Regional Graduation and Golf Tournament 1	Maputo
	19	Sporting Weekend	Bulawayo
	25	Regional Graduation and Golf Tournament 1	Swaziland
AUG	7	IIZ Winter School	Caribbea Bay Resort
SEP	26	Regional Graduation and Golf Tournament 2	Lesotho
OCT	7-18	2nd Exam Session	
NOV	18-21	IIZ Annual Conference	Victoria Falls
DEC	12	Annual Dinner & Awards	Rainbow Towers Hotel

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Conclusion

As we reflect on September's milestones, we celebrate the power of collaboration, learning, and shared purpose. Every event, from masterclasses to conferences and webinars, has reaffirmed our commitment to developing competent professionals who drive innovation and resilience within our sector. Our partnerships with key stakeholders, including associations and institutions across the region, continue to expand opportunities for learning and professional growth. These synergies remind us that progress is never achieved in isolation;-- it thrives in unity, vision, and consistent pursuit of excellence.

As we move into the final quarter of the year, IIZ remains steadfast in its mission to equip, connect, and elevate the insurance fraternity. Together, we're building a stronger, smarter, and more sustainable insurance industry for Zimbabwe and Africa at large.



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