



Team Building Excellence



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Building High-Trust, High-Performance Teams in the Insurance Industry

Target Audience: Individual Contributors & Managers (10–12 years' experience)

Industry: Insurance

Location: Noida

Batch Size: 20 Participants

Duration: 1 Day (9:30 AM – 5:30 PM)

Program Objectives

By the end of the workshop, participants will be able to:

- Strengthen trust and collaboration across teams and functions.
- Improve communication and stakeholder management.
- Break down organizational silos and enhance cross-functional teamwork.
- Build accountability and ownership within teams.
- Develop strategies for effective conflict resolution.
- Create team action plans that improve customer experience and business outcomes.

Training Topics

Time	Learning Focus	Experiential Methodology (Insurance-Specific)	Business Outcomes
09:30 – 10:00	Welcome & Team Alignment	Icebreaker: "The Policy Puzzle" – Teams assemble fragmented customer policy	Establishes collaboration mindset and highlights interdependence among underwriting, claims,



		information to identify the customer journey and potential service gaps.	sales, customer service and operations teams.
10:00 – 11:15	Understanding Team Dynamics & Trust	Activity: "Trust Under Pressure" Simulation. Teams manage a surge in insurance claims following a natural disaster while dealing with incomplete information and changing priorities. Debrief on trust, communication and decision-making.	Builds trust, transparency and collaborative problem solving.
11:15 – 11:30	Tea Break		
11:30 – 12:45	Breaking Silos & Strengthening Collaboration	Case Study: "The Delayed Claim Escalation." Participants analyze how poor coordination between claims, underwriting and customer service resulted in customer dissatisfaction. Team-based root cause analysis and solution design.	Enhances cross-functional collaboration and process ownership.
12:45 – 01:15	Team Challenge	Marshmallow Tower Challenge with business constraints representing regulatory requirements, customer expectations and operational KPIs.	Demonstrates agility, innovation and collective accountability.



01:15 – 01:45	Lunch Break		
01:45 – 03:00	Effective Communication & Stakeholder Management	<p>Role Play Scenarios:</p> <ol style="list-style-type: none"> 1) Sales vs Underwriting conflict regarding policy approval. 2) Claims Manager handling dissatisfied policyholder. 3) Regional Manager aligning multiple stakeholders during business review. Peer feedback and coaching. 	Improves communication, influence and stakeholder alignment.
03:00 – 03:15	Tea Break		
03:15 – 04:30	Managing Conflict & Driving Accountability	Simulation: "The Customer Retention Crisis." Teams receive conflicting viewpoints from sales, claims, operations and finance. They negotiate solutions while maintaining customer focus and profitability.	Strengthens conflict management, accountability and decision quality.
04:30 – 05:15	High-Performance Team Challenge	Capstone Business Simulation: Teams develop a strategy to improve NPS, reduce claim turnaround time and increase policy renewals while working within budget constraints.	Integrates learning and drives business-focused teamwork.



		Teams present recommendations to a mock leadership panel.	
05:15 – 05:30	Personal Commitment & Action Planning	Individual and Team Action Plans. Participants identify three actions to improve collaboration within their teams over the next 90 days. Team Accountability Contract.	Ensures workplace application and measurable behavioral change.

Key Insurance Industry Case Studies

Case Study 1: The Delayed Claim Escalation

A major corporate client threatens to move business due to repeated delays in claim settlements. Teams identify collaboration failures and design a customer-centric response plan.

Case Study 2: Customer Retention Challenge

Policy renewals have dropped by 12% due to inconsistent customer experience across departments. Participants create cross-functional solutions to improve retention.

Case Study 3: Disaster Response Simulation

Following severe flooding, claim volumes increase by 300%. Teams coordinate resources, prioritize customers and manage stakeholder expectations under pressure.

Experiential Learning Elements

- Business Simulations
- Team Problem-Solving Challenges
- Insurance Industry Case Studies
- Role Plays and Stakeholder Conversations
- Peer Coaching



- Reflection Exercises
- Team Accountability Contract
- Action Planning

Success Measures

Participant Level

- Improved collaboration and trust
- Enhanced communication effectiveness
- Increased ownership and accountability

Business Level

- Better cross-functional coordination
- Faster issue resolution
- Improved customer experience
- Increased team engagement
- Stronger alignment toward business goals

Training Hours

- The duration of the training program will be 8 hours, for 1 day

Resources Required

- Momentum Training Solutions will conduct the training
- Maximum number of participants to a session will be upto 20
- The training will be conducted at a venue organized by your organization
- The following will be provided by your organization:
 - Handouts will be printed/photocopied
 - The LCD projector
 - Audio speakers