

2021 IIK HYBRID CONFERENCE PROGRAM

THEME: LEADERSHIP IN A FAST CHANGING ENVIRONMENT TO SPUR GROWTH AND SUSTAINABILITY OF THE INSURANCE INDUSTRY.

DAY ONE - THURSDAY 14TH OCTOBER 2021

| TIME | ACTIVITY | |
|-------------------|---|--------------------------------------|
| 8.30am – 9.00am | Online registration & Arrival of delegates | |
| 9.05am – 9.30am | MC - Kevin Okari Opening Ceremony IIK Director – Mrs. Agnes Macharia Chief Guest: Mr. Godfrey Kiptum – IRA CEO & Commissioner of Insurance | |
| 9.35am – 10.55am | Paper 1: Leadership Building Sustainable Culture of Innovation to Spur Growth & Profitability through transformative leadership in the insurance Industry Speaker: Dr. Yazan Hijazi | Paper Chair: Mr. Jerim Otieno |
| 11.00am–11.20 am | HEALTH BREAK | |
| 11.25am – 12.25pm | Paper 2: Technology Leveraging on Technology and Innovation for Growth, Efficiency and Effectiveness in the insurance industry Speaker: Michael Murungi | Paper chair: Mr. George Kuria |
| 12.30PM – 1.30pm | Paper 3: Human Resource Transforming the Insurance Industry through a High-Performance Culture Speaker: CS Sharon Kisire, ECLC, HSC | Paper chair: Mr. Ashok Shah |
| 1.35pm – 1.50pm | Closing Remarks | |
| From 7.00pm | Dinner | |



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DAY 2: FRIDAY 15 OCTOBER 2021

| TIME | ACTIVITY | |
|-------------------|--|---|
| 8.30am – 9.00am | Online registration & arrival of delegates | |
| 9.05am – 9.35am | IRA presentation | Mr. Moses Kiptoon |
| 9.40am – 10.55am | Paper 4: Customer Service Achieving Superior Customer Experience in the Insurance industry as a Growth Driver Speaker: Laurence Smith | Paper Chair: Mr. Githua Ngaruiya |
| 11.00am – 11.15am | HEALTH BREAK | |
| 11.20am – 12.30pm | Paper 5: Marketing Strategies for Increasing Growth & Profitability Beyond Current Core Insurance Business in a Disrupted Environment Panellists: Mr. Richard Leftley Ms. Angela Kamau Mr. Antony Ogutu | Paper Chair: Ms. Madeleine T. Nangayo |
| 12.35PM – 1.35pm | Emotional Intelligence at the Workplace Speaker: Ms. Tazmin Alibai | Paper Chair: Ms. Stella Njunge |
| 1.35pm – 2.00pm | Closing Remarks Wrapping up | |