AKI
ASSOCIATION
OF KENYA INSURERS

TRAINING UNIT

2027 TRAINING CALENDAR

Building Skills. Advancing Careers.

A Stronger Insurance Industry.



AKI
ASSOCIATION OF KENYA INSURERS

TRAINING UNIT

Developing People.

Strengthening Insurance.

Relevant learning. Practical skills. Stronger industry



PROFESSIONAL DEVELOPMENT

INDUSTRY RESEARCH

TALENT DEVELOPMENT

A STRONGER INSURANCE INDUSTRY



A Word from the
Executive Director

Advancing Professional Excellence.
Building a Future-Ready Insurance Industry.

The world of work is undergoing significant transformation, and the insurance industry has not been left behind. Shaped by technological advancement, evolving customer expectations, emerging risks, changing regulations, and the growing demand for new skills and capabilities, we must continuously invest in knowledge, skills, innovation and overall leadership to thrive.

Guided by our vision to champion insurance growth and excellence, AKI is in the process of establishing a Training Unit dedicated to strengthening knowledge, skills, and professional development in the industry. The Training Unit will form part of a broader strategic initiative that will expand to include research and recruitment services, supporting learning, research, and talent development across the industry.

It is therefore my pleasure to present the AKI Training Calendar 2027, which provides a structured roadmap for continuous professional development, leadership growth, technical excellence, and industry capacity building.

The programmes featured in this calendar have been informed by industry needs, emerging market trends, and global best practices. They represent an investment in the future of our industry and its people, supporting professionals at every stage of their careers from onboarding and foundational development to technical specialisation, leadership, and executive growth.

As we embark on this exciting journey, I encourage all insurance professionals to embrace lifelong learning as a catalyst for personal growth, organizational success, and industry transformation.

Let us learn together, grow together, and build the future of insurance together.

T. M. Gichuhi

Executive Director

AKI
ASSOCIATION OF KENYA INSURERS

TRAINING UNIT



ABOUT THE

AKI Training Unit

The Association of Kenya Insurers (AKI) is committed to strengthening industry capacity by promoting continuous learning, professional excellence and the development of future-ready talent.

The upcoming Training Unit, shall provide relevant, practical and high quality professional development programmes that respond to the evolving needs of the Insurance Industry.

The 2027 Training Calendar brings together a comprehensive range of programmes covering technical insurance competencies, leadership development, regulatory compliance, digital transformation, customer excellence and emerging industry risks.

Complemented by flexible digital learning opportunities through the AKI Knowledge Hub, our programmes are designed to support professionals across all functional areas of member companies, from core insurance operations to corporate support functions.

OUR FOCUS

TRAINING

Practical, industry-relevant learning.

PROFESSIONAL DEVELOPMENT

Strengthening skills and competencies.

DIGITAL LEARNING

Flexible learning via AKI Knowledge Hub.

INDUSTRY CAPACITY BUILDING

Building a future-ready workforce.

Q1

JANUARY – MARCH 2027

Build Foundations

Essential skills for

a dynamic industry.

AKI 2027 Training Calendar

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
AI-Powered Insurance Transformation	1 AI Fundamentals for Insurers 2 AI in Underwriting & Pricing 3 AI in Claims Management 4 Fraud Detection & Predictive Analytics 5 Customer Experience Automation 6 AI Governance & Ethics 7 Building an AI Roadmap	Digital Insurance	22 Jan 2027	17,000	Nairobi
Coaching Excellence for Insurance Leaders	1 The Manager as Coach 2 Foundations of Effective Coaching 3 Coaching for Performance Improvement 4 Giving Feedback That Drives Results 5 Mentoring & Talent Development 6 Coaching for Employee Engagement 7 Coaching Through Change & Uncertainty 8 Building a Coaching Culture	Leadership	29 Jan 2027	19,000	Nairobi
Insurance Sales Excellence Programme	1 Insurance Sales Fundamentals 2 Understanding Customer Needs 3 Prospecting & Lead Generation 4 Needs Analysis & Risk Discovery 5 Presenting Insurance Solutions 6 Objection Handling 7 Closing Techniques 8 Account Development 9 Retention & Account Growth 10 Ethical Selling	Customer Excellence	29 Jan 2027	17,000	Nairobi

AKI 2027
Training Calendar - Q1 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY

TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Legal Essentials for Insurance Professionals	1 Introduction to Insurance Law Topics Covered 2 Insurance Contracts & Policy Interpretation 3 Disclosure, Duty of Good Faith & Misrepresentation 4 Claims Law, Legal Liability & Law of Torts 5 Regulatory Compliance & Consumer Protection 6 Data Protection, Privacy & Confidentiality 7 Legal Risk Management & Dispute Resolution 8 Legal Awareness for Insurance Leaders	Legal	04 – 05 Feb 2027	28,000	Naivasha
Becoming a Trusted Insurance Advisor	1 Understanding Customer Trust in Insurance 2 Psychology of Customer Relationships 3 Becoming a Trusted Insurance Advisor 4 Effective Customer Communication 5 Managing Customer Complaints & Difficult Situations 6 Customer Retention & Relationship Deepening 7 Customer Experience & Relationship Management 8 Building a Customer-Centric Culture	Customer Excellence	11 – 12 Feb 2027	28,000	Nairobi

AKI 2027 Training Calendar – Q1 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY

TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Sales Coaching & Performance Excellence	1 Coaching High-Performing Sales Teams 2 Diagnosing Sales Performance Gaps 3 Coaching Prospecting & Pipeline Development 4 Coaching Closing & Conversion Skills 5 Field Coaching Techniques 6 Performance Management & Accountability 7 Building a Sales Coaching Culture	Leadership	19 Feb 2027	19,000	Nairobi
Insurance Fraud Detection & Investigation	1 Understanding Insurance Fraud 2 Fraud Detection Techniques 3 Insurance Fraud Investigation 4 Fraud Analytics & Technology 5 Forensic & Legal Considerations 6 Fraud Prevention & Control Frameworks 7 Practical Investigation Case Studies	Claims	19 Feb 2027	17,000	Nairobi
Climate Risk, ESG & Sustainable Insurance	1 Climate Risk & the Future of Insurance 2 Climate Risk Assessment & Management 3 ESG Principles for Insurers 4 Sustainable Insurance & Product Innovation 5 Climate Governance & Board Oversight 6 Climate Disclosure & Reporting 7 Developing a Sustainable Insurance Strategy	Climate	26 Feb 2027	17,000	Nairobi

AKI 2027
Training Calendar – Q1 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY

TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Healthcare Cost Management & Medical Insurance	1 Understanding Healthcare Financing & Medical Insurance 2 Provider Network Management 3 Healthcare Cost Management 4 Medical Claims Management 5 Medical Fraud, Waste & Abuse Management 5 Data Analytics in Medical Insurance 6 Sustainable Medical Insurance Operations 7	Health Insurance	05 Mar 2027	17,000	Nairobi
Customer Experience Excellence & Insurance Growth	1 Understanding the Modern Insurance Customer 2 Customer Journey Mapping 3 Customer Experience Design 4 Claims Experience Excellence 5 Digital Customer Engagement 6 Customer Retention & Growth 7 Customer Experience Measurement 8 Building a Customer Experience Strategy	Customer Excellence	19 Mar 2027	17,000	Nairobi
AI & Emerging Fraud Risks	1 AI & Insurance Fraud 2 Deepfakes & Synthetic Identity Fraud 3 AI-Assisted Claims Fraud 4 Generative AI (GenAI) Threats 5 Fraud Detection Technologies 6 Responsible AI in Fraud Management 7 AI Fraud Risk Governance 8 Preparing for Future Fraud Threats	Fraud & Forensics	19 Mar 2027	17,000	Nairobi

Q2

APRIL – JUNE 2027

Drive Capability

Practical skills
for real impact.



AKI 2027 Training Calendar – Q2

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY

TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Insurance Analytics & Business Intelligence	1 Insurance Data Fundamentals 2 Claims Analytics 3 Underwriting and Portfolio Analytics 4 Customer Analytics 5 Data Visualization 6 Predictive Analytics	Analytics	09 Apr 2027	17,000	Nairobi
Digital Forensics & Cyber Fraud Investigations	1 Digital Fraud Landscape 2 Mobile Device Forensics 3 Email & Social Media Investigations 4 Digital Evidence Preservation 5 Cyber Claims Fraud 6 Courtroom Admissibility Requirements 7 Cyber Fraud Analytics & Intelligence 8 Future of Digital Investigations	Fraud & Forensics	09 Apr 2027	17,000	Nairobi

AKI 2027
Training Calendar – Q2 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Strategic Account Management & Customer Retention	1 Strategic Accounts 2 Client Mapping 3 Cross-Selling & Upselling 4 Customer Retention Strategies 5 Relationship Growth 6 Customer Lifetime Value 7 Retention & Renewals	**Customer Excellence**	**16 Apr 2027**	**17,000**	**Nairobi**
Embedded Insurance & Digital Ecosystems	1 Introduction to Embedded Insurance 2 Safaricom Ecosystem Opportunities 3 Telco (Telecommunication) Insurance Partnerships 4 E-Commerce & Mobility Platforms 5 Digital Distribution Models 6 Implementation Workshop	**Distribution**	**16 Apr 2027**	**17,000**	**Nairobi**
Anti-Money Laundering (AML), Financial Crime & Sanctions Compliance	1 Insurance Financial Crime Landscape 2 Know Your Customer (KYC) & Customer Due Diligence (CDD) 3 Suspicious Transaction Monitoring & Reporting 4 Financial Crime Investigations 5 Sanctions Compliance 6 AML Governance & Risk Management	**Fraud & Forensics | Legal**	**23 Apr 2027**	**17,000**	**Nairobi**

AKI 2027
Training Calendar – Q2 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Leadership Presence & Stakeholder Influence Masterclass	1 Understanding Executive Presence 2 Developing Your Leadership Brand 3 Strategic Communication Excellence 4 Influence Without Authority 5 Executive Presence in Meetings & Presentations 6 Stakeholder Management & Organizational Influence 7 Boardroom Communication & Executive Reporting 8 Leading Through Influence	**Leadership**	**30 Apr 2027**	**19,000**	**Nairobi**
AKI Women in Insurance Excellence Summit & Networking Gala 2027	1 Leading the Future: The Role of Women in Shaping the Insurance Industry 2 Executive Presence, Confidence & Influence 3 Career Growth, Sponsorship & Leadership Advancement 4 Personal Branding & Professional Visibility 5 Women's Wellness, Resilience & Sustainable Success 6 Financial Wellness & Wealth Creation for Women 7 The Future Woman Leader 8 Inspirational Fireside Chat: Lessons from the Top: Leadership, Resilience & Impact 9 Summit Commitments & Closing Ceremony: The Women's Excellence Pledge 10 Women in Insurance Excellence **Gala & Networking Reception**	**Leadership, Diversity & Inclusion Excellence Series**	**06 – 07 May 2027**	**40,000**	**Nairobi**

AKI 2027 Training Calendar – Q2 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Emerging & Specialty Insurance Risks	1 Introduction to Specialty Insurance 2 Cyber Risk & Cyber Insurance 3 Directors & Officers (D&O) Liability 4 Professional Indemnity & Liability Risks 5 Political Violence & Terrorism Insurance 6 Aviation & Energy Insurance 7 Environmental & Climate Liability Risks 8 Module 8: Essentials for Modelling 9 Specialty Risk Portfolio Management	Specialty Risks	13 – 14 May 2027	28,000	Nairobi
Fraud Analytics & Intelligence Excellence Programme	1 Introduction to Fraud Analytics 2 Fraud Indicators & Risk Models 3 Pattern Recognition & Fraud Detection 4 Fraud Intelligence Gathering 5 Visual Analytics & Dashboards 6 Industry Intelligence Sharing 7 Fraud Analytics Technologies & AI 8 Building a Fraud Intelligence Function	Fraud & Forensics	21 May 2027	17,000	Nairobi
Digital Sales & Social Selling for Insurance Professionals	1 Digital Sales Foundations 2 LinkedIn for Insurance Sales 3 WhatsApp Customer Engagement-Social Selling 4 Virtual Sales Conversations 5 Personal Branding 6 Sales Analytics & CRM Effectiveness	Customer Excellence	21 May 2027	17,000	Nairobi

AKI 2027
Training Calendar – Q2 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Insurance Leadership Excellence Programme (ILEP)	1 Leading Self 2 Leading Teams 3 Strategic Thinking & Business Leadership 4 Financial Acumen for Leaders 5 Insurance Innovation & Transformation 6 Customer-Centric Leadership 7 Risk, Governance & Compliance 8 Stakeholder & Executive Communication 9 Leading Change & Transformation 10 Executive Leadership	**Leadership**	**27 – 28 May 2027**	**30,000**	**Nairobi**
Catastrophe & Mass Claims Management	1 Understanding Catastrophe Risks 2 Catastrophe Claims Preparedness 3 Managing Mass Claims Events 4 Customer Communication & Stakeholder Management 5 Technology & Analytics in Catastrophe Claims 6 Recovery, Lessons Learned & Future Preparedness	**Claims**	**28 May 2027**	**17,000**	**Nairobi**

AKI 2027 Training Calendar – Q2 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY

TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Healthcare Data Analytics	1 Healthcare Data Fundamentals 2 Healthcare Utilization Analytics 3 Medical Claims & Cost Analytics 4 Population Health Management 5 Provider Performance Analytics 6 Healthcare Dashboards & Visualization 7 Predictive Analytics in Healthcare 8 Data-Driven Healthcare Decision Making	**Health Analytics**	**11 June 2027**	**17,000**	**Naivasha**
Insurance Regulatory Governance & Compliance Excellence	1 Foundations of Regulatory Compliance 2 Understanding Insurance Regulatory Requirements 3 Compliance Risk Management 4 Consumer Protection, Market Conduct & Customer Fairness 5 Governance, Ethics & Professional Standards 6 AML, Financial Crime & Regulatory Reporting 7 Compliance Monitoring, Audits & Investigations 8 Building a Compliance Culture	**Compliance**	**18 June 2027**	**19,000**	**Nairobi**

AKI 2027
Training Calendar – Q2 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Product Management & Market Placement Excellence	1 The Modern Insurance Product Manager 2 Customer-Centric Product Design 3 Insurance Product Development & Innovation 4 Product Pricing, Profitability & Performance 5 Product Placement & Distribution Excellence 6 Product Governance & Customer Outcomes 7 Product Launch & Go-To-Market Strategy 8 Product Lifecycle Management	**Pricing & Risk Assessment**	**18 June 2027**	**17,000**	**Naivasha**
Cyber Risk & Cyber Insurance Digital Resilience Programme	1 Introduction to Cyber Risk 2 Cybersecurity Fundamentals 3 Cyber Risk Assessment & Management 4 Cyber Insurance Products & Coverage 5 Cyber Underwriting 6 Cyber Claims & Incident Response 7 Regulatory & Legal Considerations 8 Future of Cyber Risk & Insurance	**Specialty Risks**	**25 June 2027**	**17,000**	**Nairobi**

Q3

JULY – SEPTEMBER 2027

Lead Change

Leadership for
a stronger tomorrow.



AKI 2027 Training Calendar – Q3

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Insurance Negotiation & Influence Masterclass	1 Foundations of Strategic Negotiation 2 Preparing for Successful Negotiations 3 Influence & Persuasion Techniques 4 Communication Skills for Negotiators 5 Negotiating in Insurance Enviromments 6 Handling Conflict & Objections 7 Commercial Negotiation Excellence 8 Strategic Influence for Leaders	Soft Skills	02 July 2027	17,000	Nairobi
Bancassurance Growth & Distribution Excellence	1 Bancassurance Fundamentals 2 Customer Needs Analysis 3 Cross-Selling Through Banking Relationships 4 Relationship Manager Effectiveness 5 Sales Conversion Strategies 6 Branch Performance Management	Bancassurance	02 July 2027	19,000	Nairobi
Corporate Governance for Insurance Professionals	1 Foundations of Corporate Governance 2 Governance Structures & Roles 3 Risk Governance & Internal Controls 4 Ethics, Integrity & Accountability 5 Regulatory Governance & Compliance Oversight 6 Board Effectiveness & Leadership Oversight 7 Governance Culture & Organizational Performance 8 Future Governance & Sustainability	Governance	09 July 2027	28,000	Nairobi

AKI 2027
Training Calendar – Q3 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Claims Analytics & Performance Management	1 Claims Data Fundamentals 2 Claims Performance Analytics 3 Claims Leakage & Cost Management 4 Fraud Analytics 5 Claims Dashboards & Visualization 6 Predictive Analytics for Claims 7 Turning Analytics into Action	**Claims**	**16 July 2027**	**17,000**	**Nairobi**
Actuarial Risk Intelligence & Business Strategy	1 Understanding the Modern Actuarial Function 2 Actuarial Reporting for Business Leaders 3 Reserving, Solvency & Financial Health 4 Enterprise Risk & Capital Management 5 Predictive Analytics & Actuarial Modelling 6 Reinsurance, Accumulation & Catastrophe Risk 7 Climate Risk & Emerging Actuarial Challenges 8 Strategic Decision-Making Using Actuarial Insights	**Pricing & Risk Assessment**	**16 July 2027**	**17,000**	**Nairobi**
Parametric & Climate Insurance Solutions	1 Introduction to Parametric Insurance 2 Climate Risk & Agricultural Risk Assessment 3 Index Design & Product Development 4 Data, Technology & Satellite Applications 5 Pricing, Reinsurance & Climate Finance 6 Claims, Payouts & Customer Experience 7 Regulatory, Operational & Market Considerations 8 Industry Applications & Case Studies	**Agriculture**	**22 – 23 July 2027**	**28,000**	**Nairobi**

AKI 2027
Training Calendar – Q3 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY

TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Insurance Fraud Prevention & Risk Controls	1 Foundations of Insurance Fraud Prevention 2 Insurance Fraud Risk Assessment 3 Fraud Controls Across the Insurance Value Chain 4 Preventing Claims Fraud 5 Preventing Underwriting & Application Fraud 6 Internal Fraud Prevention & Ethical Culture 7 Fraud Monitoring, Reporting & Governance 8 Building a Fraud-Resilient Organization	Fraud & Forensics	30 July 2027	19,000	Nairobi
Leading High Impact Insurance Teams	1 Foundations of High-Performance Team Leadership 2 Understanding Team Dynamics 3 Creating a High-Performance Culture 4 Employee Engagement & Motivation 5 Coaching & Performance Management 6 Managing Conflict & Difficult Conversations 7 Collaboration & Cross-Functional Leadership 8 Leading Teams Through Change 9 Innovation & Continuous Improvement 10 Sustaining High Performance	Soft Skills	06 Aug 2027	17,000	Nairobi

AKI 2027 Training Calendar – Q3 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY

TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Data Privacy, Data Protection & Information Governance	1 Foundations of Data Privacy & Data Protection 2 Data Protection Laws & Regulatory Requirements 3 Information Governance Fundamentals 4 Managing Customer Information Responsibility 5 Privacy Risk & Data Breach Management 6 Cybersecurity, Data Protection & Emerging Risks 7 Customer Trust, Ethics & Responsible Data Use 8 Building a Data Protection Culture	Legal	20 Aug 2027	19,000	Nairobi
Strategic Board Leadership & Insurance Governance	1 The Future Role of Insurance Boards 2 Strategy Oversight & Long-Term Value Creation 3 Governance Excellence & Board Effectiveness 4 Risk Governance & Emerging Risks 5 AI, Digital Transformation & Cyber Oversight 6 ESG, Sustainability & Responsible Business 7 Culture, Talent & Succession Planning 8 Board Decision-Making Under Uncertainty	Leadership, Governance & Board Excellence	20 Aug 2027	50,000	Naivasha

AKI 2027
Training Calendar – Q3 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Health Insurance Fraud Management	1 Understanding Healthcare Fraud, Waste & Abuse 2 Medical Claims Fraud Detection 3 Healthcare Fraud Investigation Techniques 4 Medical Claims Analytics & Fraud Monitoring 5 Provider Network Risk Management 6 Fraud Prevention & Internal Controls 7 Regulatory, Legal & Ethical Considerations 8 Healthcare Fraud Case Studies	Health	27 Aug 2027	17,000	Nairobi
Strategic Reinsurance Management	1 Strategic Role of Reinsurance 2 Reinsurance Programme Design 3 Capital Optimization & Solvency Management 4 Catastrophe & Accumulation Risk Management 5 Reinsurance Purchasing Strategy 6 Reinsurance Performance Analytics 7 Emerging Trends in Reinsurance 8 Building a Strategic Reinsurance Roadmap	Reinsurance	03 Sept 2027	17,000	Nairobi

AKI 2027 Training Calendar – Q3 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Stakeholder Management Excellence	1 Understanding Stakeholder Management 2 Stakeholder Analysis & Mapping 3 Strategic Communication & Engagement 4 Influencing Without Authority 5 Managing Difficult Stakeholders & Conflict 6 Stakeholder Management for Projects & Change 7 Executive Stakeholder Management	Soft Skills	10 Sept 2027	17,000	Nairobi
Customer Fairness, Consumer Protection & Conduct Risk	1 Foundations of Customer Fairness & Consumer Protection 2 Understanding Conduct Risk 3 Product Suitability & Customer Needs 4 Transparency, Disclosure & Trust 5 Fair Claims Handling & Customer Outcomes 6 Vulnerable Customers & Inclusive Insurance 7 Conduct Risk Governance & Compliance 8 Building a Customer-Centric Organization	Legal	17 Sept 2027	17,000	Nairobi
Leading the Next Generation: Working Effectively with Gen Z in Insurance	1 The Changing Insurance Workforce 2 Attracting Gen Z Talent 3 Communicating Across Generations 4 Feedback That Actually Works 5 Engaging & Motivating Gen Z Employees 6 Managing Performance & Accountabiliity 7 Retaining Gen Z Talent 8 Leading Multi-Generational Teams 9 The Future Workforce & Workplace	Leadership	24 Sept 2027	19,000	Naivasha

Q4

OCTOBER – DECEMBER 2027

Prepare for What's Next

Emerging skills
for a future-ready industry.



AKI 2027
Training Calendar – Q4 *(cont.)*

BUILDING A SKILLED, **RESILIENT** AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Workplace Investigations & Evidence Management	1 Investigation Methodology 2 Evidence Preservation 3 Digital Evidence Management 4 Fraud Case File Management 5 Interviewing & Fact Finding 6 Investigation Reporting 7 Disciplinary & Governance Considerations	**Fraud & Forensics**	**01 Oct 2027**	**17,000**	**Nairobi**
Customer Service Excellence Masterclass	1 The Modern Insurance Customer 2 Creating Moments That Matter 3 Service Excellence in Action 4 Complaint Handling & Service Recovery 5 Building Trust Through Customer Experience 6 Customer Experience Metrics That Matter 7 The Future of Customer Experience	**Customer Excellence**	**08 Oct 2027**	**17,000**	**Nairobi**
Women In Insurance Leadership Programme	1 Leading Self with Confidence 2 Strategic Leadership in Insurance 3 Influencing, Negotiation & Stakeholder Management 4 Leading High-Performing Teams 5 Governance, Executive Leadership & Board Readiness 6 Career Acceleration & Leadership Legacy	**Leadership**	**29 Oct 2027**	**19,000**	**Nairobi**

AKI 2027 Training Calendar – Q4 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Climate Literacy for Insurance Professionals	1 Climate Change Fundamentals for Insurance 2 Climate Risk & Insurance Exposure 3 ESG & Sustainable Insurance 4 Climate Innovation & Emerging Opportunities 5 Building Climate Resilience in Insurance Organizations	Climate	06 Nov 2027	17,000	Nairobi
Strategic Relationship Management & Networking Excellence	1 Understanding Relationship Capital 2 Building Your Professional Network 3 Building Trust & Professional Credibility 4 Strategic Relationship Management 5 Networking for Career Growth & Leadership 6 Networking for Business Development 7 Digital Networking & Professional Presence 8 Creating a Relationship Capital Growth Plan	Soft Skills	12 Nov 2027	17,000	Nairobi
AKI Men in Insurance Excellence Summit & Networking Gala 2027	1 The Modern Man: Redefining Success, Purpose & Fulfilment 2 The Unspoken Pressures of Success: Men's Mental Health, Identity & Wellbeing 3 Beyond the Title: Influence, Authenticity & Personal Impact 4 The Performance Edge: Energy, Longevity & Sustainable Excellence 5 The Wealth Equation: Financial Freedom, Investments & Generational Wealth 6 The Man Beyond the Office: Relationships, Fatherhood & What Truly Matters 7 The Legacy Challenge: Building a Life That Outlives Your Career 8 Executive Fireside Conversation & Networking Gala Dinner	Leadership, Diversity & Inclusion Excellence Series	18 – 19 Nov 2027	40,000	Nairobi

AKI 2027 Training Calendar – Q4 *(cont.)*

BUILDING A SKILLED, RESILIENT AND FUTURE-READY INSURANCE INDUSTRY



TRAINING TOPIC	MODULES	CATEGORY	DATE(S)	COST (KES)	LOCATION
Insurance Claims Legal Liability & Dispute Resolution	1 Legal Foundations of Insurance Claims 2 Liability Assessment & Determination 3 Evidence Management & Claims Documentation 4 Claims Rejection, Repudiation & Customer Fairness 5 Fraud, Investigation & Legal Exposure 6 Claims Complaints, Negotiation & Dispute Resolution 7 Litigation, Arbitration & Alternative Dispute 8 Claims Governance, Legal Risk & Best Practice	**Legal**	**26 Nov 2027**	**19,000**	**Nairobi**
Customer Experience (CX) Design for Insurance	1 Foundations of Customer Experience Excellence 2 Understanding Insurance Customers 3 Customer Journey Mapping 4 Service Design Thinking for Insurance 5 Claims Experience & Service Recovery 6 Digital Customer Experience 7 Measuring Customer Experience 8 Creating a Customer-Centric Culture	**Customer Excellence**	**03 Dec 2027**	**17,000**	**Nairobi**

AKI
ASSOCIATION
OF KENYA INSURERS

AKI Knowledge Hub

Flexible. Accessible. Industry-Relevant.

- Self-Paced Learning
- Virtual Learning
- Expert Facilitators
- Personalised Development



BUILDING A SKILLED,
RESILIENT AND FUTURE-READY
INSURANCE INDUSTRY

AKI Continuous Learning Programmes (2027)



In addition to the scheduled training calendar, AKI will offer **year-round self-paced onboarding programmes** through the AKI Learning Management System (LMS), **monthly wellness sessions**, and **virtual learning sessions.**

Self-Paced Onboarding Programmes

Accessible anytime, anywhere through the AKI Learning Management System (LMS).

KES 3,000 – 5,000
per participant

Monthly Wellness Sessions

Practical sessions to support personal wellbeing, resilience and sustainable performance.

KES 2,000
per participant

Virtual Learning Sessions

Interactive sessions on key industry topics, led by subject matter experts.

KES 2,000
per participant

Quarterly Topic Updates

Curated virtual learning topics based on industry developments, emerging risks, regulatory changes and member needs.

AKI Continuous Learning Programmes (2027)

BUILDING A SKILLED, **RESILIENT** AND FUTURE-READY INSURANCE INDUSTRY



CATEGORY	PROGRAMME(S)	MODE OF DELIVERY	FREQUENCY	FEE (KES)	TARGET AUDIENCE
Industry Onboarding Training	Introduction to the Insurance Industry	AKI LMS Self-Paced	Throughout the Year	3,000 per participant	■ New Industry Entrants
Industry Onboarding Training	Insurance Act & Regulatory Framework Essentials for Insurance Professionals	AKI LMS Self-Paced	Throughout the Year	3,000 per participant	■ New Hires ■ Graduate Trainees ■ Interns
Industry Onboarding Training	Insurance Products & Customer Advisory Essentials	AKI LMS Self-Paced	Throughout the Year	3,000 per participant	■ New Hires ■ Graduate Trainees ■ Staff Assuming New Roles ■ Customer-Facing Teams
Industry Onboarding Training	General Insurance Products & Risk Solutions	AKI LMS Self-Paced	Throughout the Year	3,000 per participant	■ New Hires ■ Sales Teams ■ Underwriters ■ Customer Service Teams
Industry Onboarding Training	Life Insurance Products, Benefits & Customer Solutions Programme	AKI LMS Self-Paced	Throughout the Year	3,000 per participant	■ New Hires ■ Bancassurance Teams ■ Relationship Managers ■ Life Insurance Teams

AKI Continuous Learning Programmes (2027)

BUILDING A SKILLED, **RESILIENT** AND FUTURE-READY INSURANCE INDUSTRY



CATEGORY	PROGRAMME(S)	MODE OF DELIVERY	FREQUENCY	FEE (KES)	TARGET AUDIENCE
Industry Onboarding Training (Advanced Level)	Customer-Centric Insurance Product Development & Innovation	AKI LMS Self-Paced	Throughout the Year	5,000 per participant	■ Product Development Professionals ■ Innovation and Strategy Teams ■ Business Development Professionals
Industry Onboarding Training (Advanced Level)	Insurance Product Governance, Conduct & Consumer Protection Programme	AKI LMS Self-Paced	Throughout the Year	5,000 per participant	■ Product, Risk, Compliance and Customer Experience Professionals ■ On company need basis
Industry Onboarding Training (Advanced Level)	Insurance Product Pricing & Profitability	AKI LMS Self-Paced	Throughout the Year	5,000 per participant	■ Product, Actuarial, Underwriting and Commercial Professionals ■ On company need basis
Industry Onboarding Training (Executive Level)	Insurance Product Strategy, Innovation & Business Growth	AKI LMS Self-Paced	Throughout the Year	5,000 per participant	■ Business Leaders and Product Decision-Makers ■ On company need basis

AKI Continuous Learning Programmes (2027)

BUILDING A SKILLED, **RESILIENT** AND FUTURE-READY INSURANCE INDUSTRY



CATEGORY	PROGRAMME(S)	MODE OF DELIVERY	FREQUENCY	FEE (KES)	TARGET AUDIENCE
Industry Onboarding Training	Customer Advisory & Financial Protection Planning	AKI LMS Self-Paced	Throughout the Year	3,000 per participant	■ New Hires ■ Sales Teams ■ Underwriters ■ Customer Service Teams
Industry Onboarding Training	Consultative Selling for Insurance Professionals	AKI LMS Self-Paced	Throughout the Year	3,000 per participant	■ New Hires ■ Sales Teams ■ Underwriters ■ Customer Service Teams
Industry Onboarding Training	Insurance Career Pathways & Professional Growth Essentials	AKI LMS Self-Paced	Throughout the Year	3,000 per participant	■ New Hires ■ Graduate Trainees ■ Interns
Industry Onboarding Training	Professionalism in the Workplace	AKI LMS Self-Paced	Throughout the Year	3,000 per participant	■ New Hires ■ Graduate Trainees ■ Interns

AKI Continuous Learning Programmes (2027)

BUILDING A SKILLED, **RESILIENT** AND FUTURE-READY INSURANCE INDUSTRY



CATEGORY	PROGRAMME(S)	MODE OF DELIVERY	FREQUENCY	FEE (KES)	TARGET AUDIENCE
Workplace Safety, Health & Wellbeing	▪ Occupational Health & Safety and Risk Management ▪ Mental Health & Wellbeing at Work ▪ Employee Wellness & Resilience ▪ Ergonomics and Safe Work Practices ▪ Emergency Preparedness and Business Continuity ▪ Psychosocial Risk Management ▪ First Aid and Emergency Response Awareness	**Virtual / Webinar**	**1 – 2 Sessions Monthly**	**2,000 per participant**	**All Insurance Professionals**
Professional Development	▪ Essential Professional Skills for the Insurance Industry ▪ Customer Excellence and Service Delivery ▪ Leadership and Management Essentials ▪ Digital Skills and AI for Insurance Professionals ▪ Compliance, Risk and Governance Updates	**Virtual / Webinar / AKI LMS Self-Paced**	**Throughout the Year**	**2,000 per participant**	▪ All Insurance Professionals ▪ Role Based (Target audience to be communicated in advance)

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