



Learning Topics Insurance

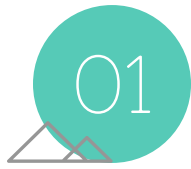
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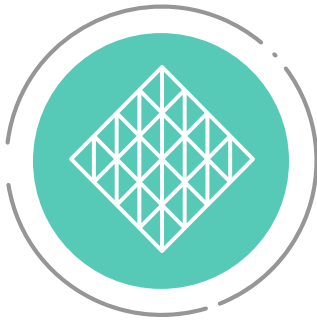
INTRO BLOCK

To grasp the kind of change today, it is useful to look at what people learn or intend to. Our annually data review of learning with Fopas, showed that competences towards 'Clients' & 'Digital' were main topics.

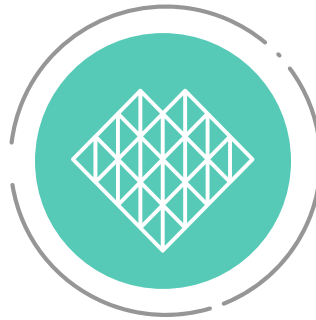
What you find here is a short term projection of the topics and competences that are considered important in the near future by more than 50 representatives of HR, management and employees.



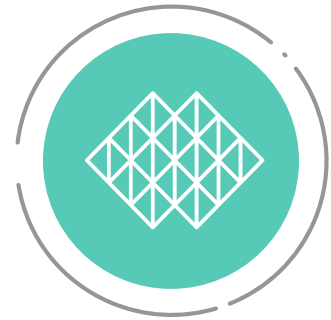
PRIOR Learning TOPICs



Prepare for Future Change

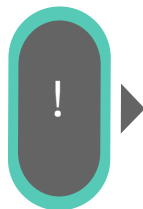


Prepare for Digital Life

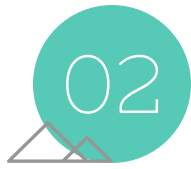


Empower people

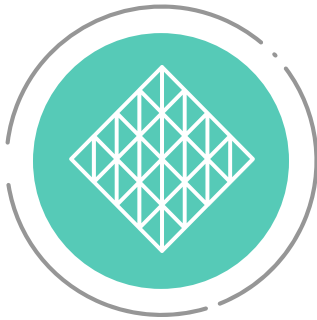
Self & Jobscare:
gets the 4th place with 7/10



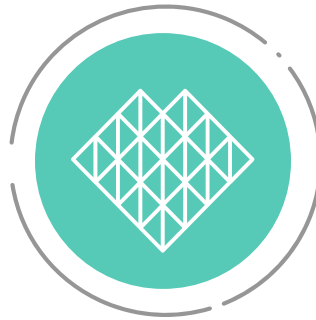
Learning efforts are less important for 50plus and starters in a job or function (<7/10). But they are necessary for people to get expertise!



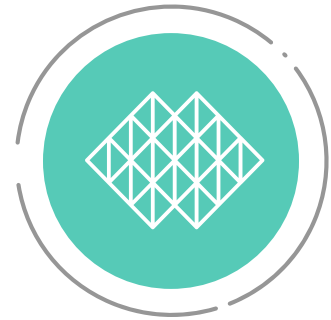
PRIOR Learning TYPES



Training & short workshops

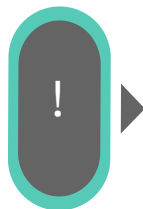


Learningtracks spread in time
& Combi-learnings (blended)



Webinars, e-Learning,
individual activities

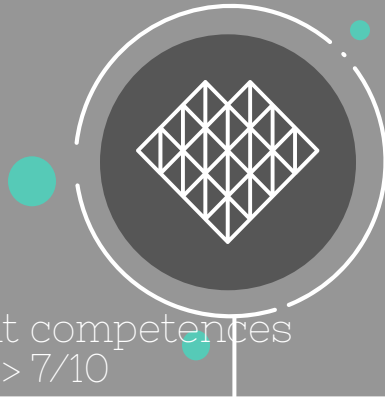
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Learning with a mix of online &
group learning is the Future Way of
Learning and is alive in Insurances



Top competences vs expected participation



- Personal well-being & timeMgt; energie & stress balance
- Getting along digital transformation; embrace it or not?
- Office 365

VS



- Personal well-being & timeMgt; energie & stress balance
- Getting along digital transformation
- Office 365

The expected participation is less for NL than FR respondents; and for HR & Mgt



Conclusion



This short study shows that 'personal wellbeing', time en stress mgt, empowerment of people are important competences to face future changes. Digital changes. And experience tells us also to face clients.

All these tendencies gives you a good idea of what is going on in the world of insurances.

FOLLOW
UP



Watch out for our new courses 2020 on
www.fopas.be
Meanwhile we work further on the results.

