



THE WEEKLY

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LIFE CYCLES

Leadership summit held for Insular Life's management team

Two hundred sixty-five members of Insular Life's management team, both from Metro Manila and the provinces, attended the Leaders' Symposium, with the theme: "Leading Change: Swift Shift to Success."

The two-day summit, held at the Tanghalang Haribon of the Insular Life Corporate Centre on December 1 and 2, presented talks that aimed to prepare the management team for the challenges of business in the coming years.

The first day session was facilitated by Global Learning Solutions CEO Roger Collantes who discussed how to make the impossible possible through the Art of Resilient Leadership. In his one-day session, he presented the challenges leaders must overcome, the global trends that impact work and life today, the skills leaders must display in order to cope with these challenges, and the rules of resilient leadership. He also emphasized the need for leaders to develop a customer-centric attitude, especially with today's consumers, chiefly made up of millennials.

The second day session opened with a message from CEO Nina D. Aguas who shared with the delegates the strategic priorities of the Company in the coming years, and a discussion of the

demographics of Insular Life's target market by Vice President and Corporate Planning Staff Head Enrico L. Cordoba. This was followed by a discussion of Insular Life's evolving brand, facilitated by Senior Vice President and Chief Marketing Executive Amelita F. Tamayo, then, a discussion on the role of VUL in Insular Life's future growth, with a talk by First Vice President and Business Development Unit Head Alijeffty C. Gonzales. In the afternoon, Administrative Operations Group Asst. Vice President Randy N. Quimbo discussed a customer's journey in Insular Life, followed by a discussion on some positive customer feedbacks and where we should be in the customers' stairway, presented by Sr. Asst. Vice President and Public Relations Staff Head Ana Maria R. Soriano. The last presenter was LJMB Consulting CEO and Chief Consultant Louie John M. Banta who talked about the challenges of customer centricity in the insurance industry. President and COO Mona Lisa B. de la Cruz delivered the closing remarks.

The leadership summit was organized by the Human Resources Division led by former FVP and Head Susana G. Nicolas.



Left photo shows the delegates during the tenacity game with facilitator Roger Collantes giving them instructions on how to disentangle themselves.

At right, delegates happily pose for a group photo before the end of the 2-day leadership summit.

