

AXA commences Risk Learning Programme v.3

Thursday 7 April, 2010

AXA Australia has launched the third instalment of its successful Risk Learning Programme to advisers and adviser support staff across the country.

AXA Head of Product and Sales Capacity, Brad Collins said the programme, which commenced in 2009, has become an important part of the education programme for both AXA aligned and non-aligned advisers and their support staff.

“The Risk Learning Programme aims to equip advisers and their support staff with specialist skills and knowledge. It contains core modules on effective client engagement and behavioural research.

“The programme is designed to help advisers understand their clients and discuss risk insurance with compassion and sensitivity, which is often required on such a delicate issue,” he said.

Mr Collins said there were two main workshops aimed at client engagement and dealing with grief.

“We have developed our workshops after speaking with specialists who have excelled in the risk field and the feedback from the first two years has been overwhelming.

“We have designed a flexible programme where advisers and adviser support staff can choose workshops which are most relevant for them, and all of which are run by AXA’s learning and development experts, which makes it unique in many ways,” he said.

The programme, which commenced in 2009 has seen more than 250 advisers and support staff benefit. A further 75 advisers and support staff have already registered for workshops of the 2011 programme which commenced this week across the country.

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