

## EAA Web Session

### Communication for Actuaries

25-28 November 2025 | 09:30-13:00 CET | online

Organised by the EAA – European Actuarial Academy GmbH.

#### Introduction

The work that actuaries perform plays an important role in society and in a wide variety of areas as the profession is also developing in non-traditional fields. The most common challenge in your work often refers to communicating your findings, results, ideas and arguments to various stakeholders (e.g. non-actuaries) who don't have that technical knowledge and who look at the business from different angles.

As actuary, you speak your own technical language and feel safe in the universe of numbers and formulas, maybe less so in the universe of words, paragraphs and interactions. The course Communication for Actuaries will help you to improve your communication skills so you can achieve an effective communication with any stakeholder. Consequently, this will increase your confidence and allow you to make the desired impact with your work and to achieve your objectives.

#### Participants

The web session is suited to actuaries who have a few years of experience in their area of work and who want to improve their communication skills to bring their work to the next level.

#### Purpose and Nature

The Communication for Actuaries course is tailor-made for actuaries and the situations that you encounter. It is an interactive training course that ensures that the theory is immediately applied through various exercises (e.g. exchanges in small groups, role-plays, discussions) that relate to terms or situations of your day-to-day work.

The course is designed to give you a solid foundation on the topic of communication and to practice what you learn so you can use the gained knowledge and confidence in areas that are relevant for your work. The last day offers you the opportunity to make a short presentation specific to your work for which you will be given individual feedback. At the end of the course, you will know exactly how to tackle your next communication challenge.

The overall 12-hour course covers specific topics like:

- Communication patterns/models, types of behavior/learning
- Verbal, non-verbal and written communication skills
- Virtual communication
- Presentation (as if “on stage” and “on screen”) skills
- Discussion & Negotiation

During the web session, the participants will learn to:

- Communicate effectively a clear message to any stakeholder
- Make sure that the message is being understood (Make the „complicated“ „easy-to-understand“ to non-actuaries)
- Structure their thoughts and findings in an effective way
- Recognize which patterns/words can have the best impact for which target group
- Practice in writing, in role plays and in presenting
- Participate/lead discussions and negotiations effectively
- Use their voice in a healthy and stable way
- Increase the chance of achieving their objectives with their work
- Come across as credible, confident and constructive business partners

Maximum of 20 participants.

## Language

The language of the web session will be English.

## Lecturer

### Caroline Grégoire

Caroline Grégoire is an international mentor, coach and keynote speaker. She gathered 20+ years of experience in the (re)insurance, actuarial and risk management fields in international environments and in different leadership positions. Caroline works with leaders and managers in the finance, insurance and actuarial sectors on the communication, leadership, resilience, strategy and culture aspects of their work.

Caroline is an accomplished lecturer on the communication course of the German Actuarial Association. She was a speaker at numerous events (ICA, ECA, CERA Global Conference, The Growth Actuary Summit, International Actuaries Day, Young Actuaries Initiative, etc.). She has also collaborated with various actuarial associations in recent years. She is an associate member of the Swedish Actuarial Society (“Svenska Aktuariieföreningen”) and a member of the German Speakers Association. She works in English, French, German and Swedish. See more on [www.cg-four.com/en](http://www.cg-four.com/en).

## Preliminary Programme

### Tuesday, 25 November 2025

09.30-11.00	Onboarding / Common communication patterns / A first impression
11.00-11.30	Break
11.30-13.00	The audience/target group / Explanation of actuarial expression/ Virtual communication

### Wednesday, 26 November 2025

09.30-11.00	Types of human behavior & communication / Learning styles
11.00-11.30	Break
11.30-13.00	Feedback / Discussion & Negotiation

### Thursday, 27 November 2025

09.30-11.00	Structure for reports & presentations / The message
11.00-11.30	Break
11.30-13.00	The voice / The mindset / Common communication models

### Friday, 28 November 2025

09.30-11.00	Master class (individual presentations)
11.00-11.30	Break
11.30-13.00	Wrap-up / Take-aways / Conclusion

All the above times are given in CET (Central European Time).

## Fees & Registration

### Early Bird Registration Fee (until 14 October 2025):

- For private customers in the EU: €900.00 + VAT of the billing country (example Germany: €1,071.00 incl. 19% VAT)
- For private customers outside the EU: €1,071.00 (incl. 19% VAT)
- For businesses within the EU (excl. Germany, with valid VAT ID): €900.00 (net, reverse charge applies)
- For businesses in Germany: €1,071.00 (incl. 19% VAT)

### Regular Registration Fee (from 15 October 2025):

- For private customers in the EU: €1,150.00 + VAT of the billing country (example Germany: €1,368.50 incl. 19% VAT)
- For private customers outside the EU: €1,368.50 (incl. 19% VAT)
- For businesses within the EU (excl. Germany, with valid VAT ID): €1,150.00 (net, reverse charge applies)
- For businesses in Germany: €1,368.50 (incl. 19% VAT)

### Important VAT Information:

- For private customers with a billing address in an EU country: VAT will be charged at the applicable rate in the country of the billing address. The final amount, including VAT, will be calculated upon invoicing.

- For customers with a non-EU (third country) billing address: Only a non-company billing address is accepted for VAT compliance reasons. 19% VAT applies to all non-EU private customers.
- For businesses within the EU (excluding Germany), Iceland, Liechtenstein, Norway, Switzerland, and the UK with a valid VAT ID: The reverse charge mechanism applies (net price; VAT will not be charged). Please ensure your valid VAT ID is entered correctly during registration.
- For all customers with a billing address in Germany: 19% VAT applies.

Please submit your registration using this [online form](#). Closer to the event, you will receive further login details to join the web session.

Your registration is binding. Cancellation is only possible up to 2 weeks before the first day of the event. If you cancel later, the full participation fee is due. You may appoint someone to take your place but must notify us in advance. EAA has the right to cancel the event if the minimum number of participants is not reached.

We will send you an invoice via email. Please allow a few days for handling. Please always give your invoice number when you effect payment. All bank charges are to be borne by the participant.

Registration is open until two working days before the web session. If registration has already been closed for this web session, please call us or send an email to [contact@actuarial-academy.com](mailto:contact@actuarial-academy.com) in order to find out whether a late registration is still possible.

## Technical Requirements

Please check with your IT department if your firewall and computer settings support web session participation (the programme *Zoom* is used for this online training). Please also make sure that you are joining the web session with a stable internet connection.

## CPD

For this web session, the following CPD points are available under the CPD scheme of the relevant national actuarial association:

Austria:	12 points
Belgium:	12 points
Bulgaria:	15 points
Croatia:	individual accreditation
Czechia:	12 hours
Denmark	12 credits
Estonia:	12 hours
Finland:	8 points
France:	72 points
Germany:	12 hours

Greece:	16 points
Hungary:	12 hours
Iceland:	12 credits
Ireland:	12 hours
Italy:	approx. 4 credits (individual accreditation)
Latvia:	12 hours
Lithuania:	12 hours
Netherlands:	approx. 12 points (individual accreditation)
Norway:	12 points
Poland:	12 hours
Portugal:	12 hours
Serbia:	5 hours
Slovakia:	8 points
Slovenia:	50 points
Spain:	CAC: 12 hours, IAE: 12 hours
Switzerland:	15 points
USA:	SOA (Section B): up to 14.4 hours

No responsibility is taken for the accuracy of this information.