

Emotional Intelligence Enhancing the Customer Experience

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Key Takeaways

- Understand the science behind Emotional Intelligence and its strategic importance in insurance
- Learn how the skillset of front-line employees is evolving to accommodate this new customer experience strategy
- Learn how leading insurance carriers are applying technology to help front-line employees be more emotionally intelligent and drive better customer interactions
- Hear how insurance leaders are leveraging emotional intelligence to close the gap between high and low performers to deliver a consistently better customer experience