



CERA Global Risk Conference 2021

from 14 to 17 June 2021

Presented on actuvview



CERA Global Risk Conference 2021

from 14 to 17 June 2021

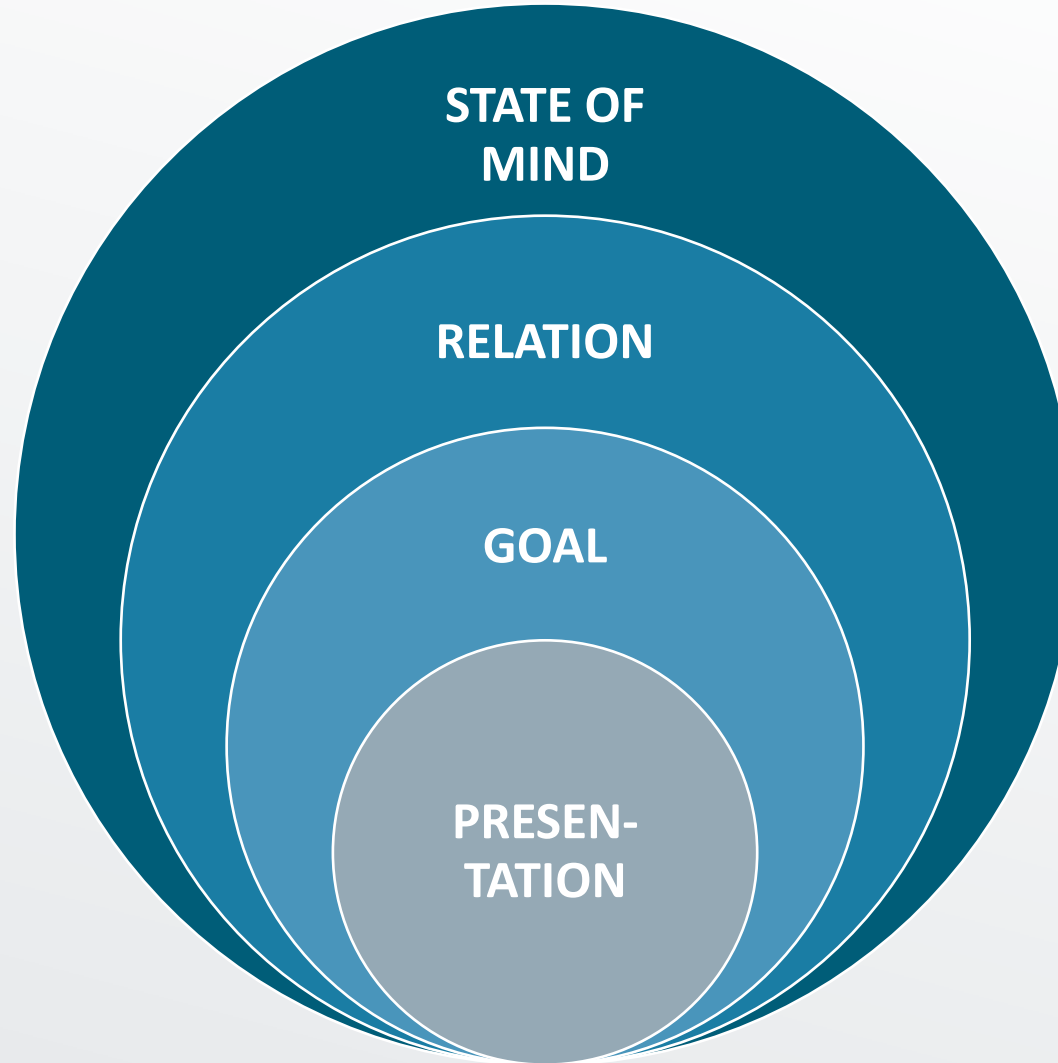
What to do (and not) when “risk” communication sounds like “mis”communication

Caroline Grégoire, CG⁴ Coaching

Eberhard Müller, riskmueller consulting



4 levels in communication model



Do's in your communication

- LISTEN!!!
- Listen to understand – not to prepare your answer
- Adapt your language to the level of actuarial knowledge of your audience
- Be concise with your explanations
- Evaluate the needed level of details
- Ask your audience if they understand what you communicate
- Avoid showing formulas and (large) tables with numbers to non-actuaries
- Take cultural differences into account
- Give yourself time to prepare your meetings, presentations and reports

- RULE: LESS IS MORE !!!

Don'ts in your communication

- Speak your actuarial language with non-actuaries!
- Talk uninterruptedly
- Use lengthy explanations to answer specific questions
- Show or even explain formulas to non-actuaries
- Assume that your audience understands everything you're explaining
- „Cook your own soup...“

About Caroline Grégoire

- International Mentor & Coach, Keynote Speaker
- 20+ years of experience in the (re) insurance, risk and actuarial fields, in leadership positions and in international settings
- Topics encompass communication, culture, leadership, resilience & strategy
- Fluent in English, French, German and Swedish (Portuguese is on its way!)
- Associate member of Svenska Aktuarieföreningen (Swedish Society of Actuaries)
- Member of German Speakers Association

About Eberhard Müller

- CEO and Founder of riskmueller consulting
- 34 years with Hannover Re as Chief Actuary and Chief Risk Officer (2006 –2015)
- **riskmueller consulting** is specialized in:
- all aspects of quantitative and qualitative risk management in an increasingly regulated world
- all aspects of actuarial assessments, especially capital allocation models and reserving for long-tail business
- special topics: natural catastrophe assessment, operational risk management

Contact Details

Caroline Grégoire



mail: caroline.gregoire@cg-four.com

web: www.cg-four.com

LinkedIn:



Eberhard Müller



mail: eberhard.mueller@riskmueller.com

web: www.riskmueller.com

LinkedIn:

