



Inclusive Insurance Innovation Lab

How can we increase uptake of good quality insurance by vulnerable people and businesses?

Insight Report 2

International Dialogue

Following the success of the national workshops held in the latter half of November and early December 2017, the first International Dialogue was convened in Ghana with participants from all four country teams, Albania, Ghana, Kenya, and Mongolia taking part.

Lab meeting 1: Akosombo in Ghana, from 28th February to 2nd March 2018

As this was the first time that all country teams met each other, the international dialogue was kick-started with short presentations allowing each country team to show 20 images for 20 seconds each to introduce the state of inclusive insurance in their respective countries to the group. Prior to the introduction and to break the ice, each participant checked-in with an object that tells a personal story of inclusive insurance. This exercise helped building an understanding of the inclusive insurance sector in the participating countries and set the context for getting to know each other during the dialogue process.

Further, the country teams shared with each other insights from the self-organised learning journeys back in their own countries. This was followed by a first cross-country exchange, where participants in groups of four discussed the sector in their respective countries and had the opportunity to pose questions to each other. This helped sow the seeds for cross-pollination of ideas and learning from each other's perspectives, approaches and possible issues. An integral part of the International Dialogue are the learning journeys. They gave the participants the opportunity to interact with local shopkeepers, restaurant owners, fishermen, and health practitioners in the surrounding villages to understand their experience of insurance. Insights from the learning journeys were shared among each other by means of a "World Café" style interaction session.

Furthermore, the International Dialogue introduced peer coaching methods to the participants. The country teams firstly prepared systems maps of the inclusive insurance sectors in their countries and presented them to the partner country team. The respective other team then provided them with feedback on obstacles, opportunities, key relationships and aspects that were missing or had been left out from the presentation. A consolidation session comprising of the experience of the four country teams helped share insights from the exercise with the whole group. On the last day of the International Dialogue, participants talked about the burning questions that emerged from their respective national workshops and further chose the themes and project ideas for the conversations in the future stages of the dialogue. Following the discussions on the different issues, participants designed a roadmap in their country team to be followed through to the impending second national workshops and beyond. The roadmaps will now guide the country teams further in the Lab journey and in their efforts to increase the uptake of good quality insurance.



Watch the video and get more information about the Lab:

www.we-do-change.org/what-we-do/inclusive-insurance-innovation-lab