



2025 Q4

Technical, Business & Management Skills Workshops



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Introduction to Insurance

Introduction Level | 3 x CPD Hours

Summary

This workshop provides the ideal introduction to the principles and practices of general insurance. required by those who provide basic technical or administrative services.

Course Details

Webinar delivery

**Date:** 2nd October 2025**Time :** 9:30am -12:45pm**Price:** £50+VAT

Standard Objectives

- ◆ Explain the origins of insurance and why people purchase it
- ◆ Describe the factors involved in assessing and pricing a risk
- ◆ Outline the key legal principles of insurance and identify their application in a day to day context
- ◆ Know how insurance business is transacted
- ◆ Explain the structure of the UK insurance market and the different sectors within it
- ◆ Outline usual terminology, typical policy content and construction and the factors involved in risk assessment and pricing
- ◆ Provide a summary of the regulatory context for the UK insurance market

Workshop Content

- ◆ Definitions and context
- ◆ Why people insure
- ◆ The development of insurance and the insurance market and the different types of organisations in our industry
- ◆ How the insurance process works
- ◆ Key Principles – insurable interest, utmost good faith, proximate cause, indemnity, subrogation and contribution
- ◆ Risk – moral and physical, frequency and severity
- ◆ Proposal forms and slips
- ◆ Policy navigation
- ◆ The principles of claims handling
- ◆ How insurance is regulated

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High Net Worth Insurance

Suitable for All Levels | 3 x CPD Hours

Summary

This interactive one-day High Net Worth training workshop looks at how this class of insurance builds on the insurance covers available as standard, in particular household insurance policies.

This session also looks at the special features of High Net Worth and how these influence the acceptance and pricing of risks.

Course Details

Webinar delivery

**Date:** 3rd October 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ Understand the potential market for high net worth business and its importance in relation to other classes of business – recognise a typical High Net Worth customer profile
- ◆ Define the additional covers that are offered under a High Net Worth policy compared to standard policy cover
- ◆ Compare High Net Worth policy covers, conditions and exclusions
- ◆ Understand the standard underwriting features for High Net Worth risks, e.g. proposer, location, sums insured etc.
- ◆ Understand the underwriting and pricing of risks unique to High Net Worth customers, e.g. valuables, wines, collections etc.
- ◆ Outline additional covers available to High Net Worth customers, e.g. travel
- ◆ Outline the concept of risk management and its application, with regard to underwriting and surveys

Workshop Content

- ◆ Defining a High Net Worth customer
- ◆ Standard underwriting risk factors, e.g. Proposer, Location of Buildings, Contents etc.
- ◆ High Net Worth policy covers, conditions and exclusions
- ◆ Specific High Net Worth risks
- ◆ The concept of risk management and its application to High Net Worth risks
- ◆ The principles and procedures for handling High Net Worth insurance claims

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Liability Insurance

Introduction Level | 3 x CPD Hours

Summary

This liability insurance training workshop focuses on general commercial liability (employers' liability, public liability, products liability insurance) but the principles covered are those which apply to all liability insurance.

Course Details

Webinar delivery

**Date:** 7th October 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ Identify the main types of liability insurance and why businesses require them
- ◆ Describe how liabilities arise under common law, contract and statute
- ◆ Explain the policy cover provided by Employers' Liability, Public Liability and Products Liability policies
- ◆ Apply the terms and conditions of a combined Liability Insurance policy to various claims
- ◆ Outline the basic elements of liability underwriting
- ◆ Explain the difference between legal liability and policy liability
- ◆ List some recent legal and social trends which have impacted on Liability Insurance

Workshop Content

- ◆ The Need for Liability Insurance
- ◆ The Main Sources of Liability
- ◆ The Main Provisions of Cover and the Main Hazards Encountered
- ◆ Overview of the UK Legal System
- ◆ How Civil Liability can Attach through Common Law/Tort, Contract or Statute, including a Detailed Overview of the Key Torts (Negligence, Nuisance, Trespass, Defamation and Strict Liability)
- ◆ Typical Policy Structure, Covers, Conditions and Restrictions
- ◆ The Basic Elements of Underwriting Considerations
- ◆ Overview of the Claims process Explaining the Fundamental Difference between Legal Liability and Policy Liability
- ◆ Overview of Recent Legal and Social Trends that have Impacted on Liability Insurance

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Engaging and Motivating the Team

Suitable for All Levels | 3 x CPD Hours

Summary

Behind every effective team, there is an equally effective manager leading the way in motivating, engaging and connecting with their team members.

The aim of this virtual live training is to raise awareness and understanding of the key characteristics of an effective team by focusing on how to set the environment for individual and team engagement with a focus on Positive Psychology.

Course Details

Webinar delivery

**Date:** 8th October 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ Know your role and responsibility in terms of motivating and engaging the team
- ◆ Know the key drivers for employee engagement
- ◆ Understand the importance of Positive Psychology on influencing motivation and engagement.

Workshop Content

- ◆ The role of management in the context of motivation and engagement
- ◆ Your team challenges
- ◆ What is motivation?
- ◆ Tried and tested models
- ◆ What drives employee engagement?
- ◆ 3 core beliefs of engaged workers
- ◆ Positive psychology for improved motivation, performance and engagement
- ◆ Simple questions to test motivation and engagement
- ◆ Action plan and review

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Contractor's Liability Insurance

Intermediate Level | 3 x CPD Hours

Summary

This participative workshop covers the liability aspects of JCT contract conditions as well as general liability, with a focus on the contracting trades.

Whilst no previous construction insurance experience is required, a good grounding in the basics of commercial property and liability insurance is essential.

Course Details

Webinar delivery

Date: 9th October 2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- ◆ Show an awareness of Contract Works Insurance and the various ways Insurers provide the cover
- ◆ Understand the content of the insurance clauses within the JCT contract and an understanding of the difference between contractual obligations and insurance requirements
- ◆ Explain the standard structure, and content of Contract Works and Contractors Liability Insurance policies and the optional extras usually available
- ◆ Demonstrate an awareness of the underwriting process and the information insurers require to assess and price risks

Workshop Content

- ◆ The legal environment for contractors – common law/tort, statutory, contract
- ◆ Health & Safety legislation including the Construction Design and Management Regulations 2015
- ◆ Insurance content (works and liability) of common contract forms – JCT Standard, Intermediate, Minor Works and Sub-Contract forms
- ◆ Non-negligence cover – what is required and why – insurance solutions
- ◆ Usual liability policy wordings for contractors – EL, PL, basic cover, exclusions, common extensions
- ◆ Related covers, e.g. financial loss, professional indemnity, directors and officers, environmental impairment

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Liabilities - Understanding the relationship between PI, D&O and General Liabilities

Suitable for All Levels | 3 x CPD Hours

Summary

This highly participative liability insurance cover training workshop concentrates on the cover provided by the various liability insurances and how they dovetail with each other.

Although no specific liability insurance knowledge is required to attend this liability insurance cover training workshop, a good level of general employers' and public liability knowledge is recommended.

Course Details

Webinar delivery

**Date:** 14th October 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ Outline the key elements of the law in the United Kingdom and how this may vary in other countries
- ◆ List the various types of liability policies available in the United Kingdom
- ◆ Describe the extent of cover provided by general liability insurance policies
- ◆ Describe the extent of cover provided by Professional Indemnity and Directors' and Officers' liability insurance policies
- ◆ Outline the significant exclusions of the various liability insurances and how the covers relate to each other
- ◆ Outline the typical liability insurances that should be considered by different types of organisation

Workshop Content

- ◆ The key elements of the law in the United Kingdom
- ◆ How the law may vary in other jurisdictions and how this can affect the underwriting of liability insurance
- ◆ Identify the various liability policies available in the United Kingdom
- ◆ Who and what does it cover? How is it sold?
- ◆ Claims triggers—The difficulties of moving from one to another
- ◆ Review of the cover provided by the general liability insurance policies. What is excluded? What cover can be bought back as extensions or separate policies?
- ◆ Describe the extent of cover provided by Professional Indemnity and by Directors' and Officers' liability insurance policies Exclusions etc.
- ◆ Which types of organisation typically need what

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Commercial Property Insurance

Intermediate Level | 3 x CPD Hours

Summary

This workshop explores commercial property insurance in greater depth than our introductory level course, looking at typical commercial property cover, terms, conditions and exclusions.

Course Details

Webinar delivery

**Date:** 14th October 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ Explain in detail the main features of a risk that would influence an underwriter in their assessment
- ◆ Describe the effect physical features of a risk can have on rating that risk
- ◆ Outline the main causes of fire losses in the UK
- ◆ Detail the typical policy cover provided by commercial property policies
- ◆ Explain risk management features of a risk and explain to a customer what steps they can take to reduce or eliminate the possibility of loss

Workshop Content

- ◆ Reasons why Commercial Property insurance is purchased
- ◆ The factors involved in the assessment of risk
- ◆ The principles and application of underwriting
- ◆ The different cover levels available
- ◆ The main conditions, exclusions, restrictions and extensions
- ◆ The factors involved in the risk management
- ◆ The principles of claims notification, processing and settlement

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Binding Authority Management

Introduction Level | 3 x CPD Hours

Summary

This workshop explores commercial property insurance in greater depth than our introductory level course, looking at typical commercial property cover, terms, conditions and exclusions.

Course Details

Webinar delivery

**Date:** 15th October 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ Understand how the basic legal principles of insurance contracts apply to binding authorities.
- ◆ Be aware of the roles of the parties involved
- ◆ Understand how the market is regulated in relation to binding authorities
- ◆ Understand how claims are managed
- ◆ Be aware of best practice issues.

Workshop Content

- ◆ The advantages of binding authorities and types of binding authority
- ◆ Cover holder selection considerations
- ◆ Modifications to basic principles; utmost good faith and disclosure
- ◆ What they can tell us: premium and claims bordereaux
- ◆ Claims issues and management:
 - ◇ Claim funds
 - ◇ Loss adjusters and lawyers
 - ◇ Use and regulation of third party administrators
- ◆ Role and responsibilities of the cover holder, the broker and the underwriter
- ◆ Best practice procedures:
 - ◇ Business conduct reviews
 - ◇ Audit processes and issues (hot and cold inspection)
 - ◇ Third party administration.

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Microsoft Outlook - Productivity and Efficiency

Suitable for All Levels | 3 x CPD Hours

Summary

For existing users of Outlook that want to achieve better results, without being held back by large volumes of email. This webinar covers time management and efficiency tools built into Outlook as well as the integration with Teams.

Course Details

Webinar delivery

**Date:** 16th October 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ♦ Use Outlook to Manage Emails in an Efficient Manner
- ♦ Get The Most Out of Calendar and Tasks
- ♦ Using Search Folders, Rules and Follow Up flags to Reduce Workload

Workshop Content

- ♦ Follow up Flags and Reminders
- ♦ Using the Draft Folder
- ♦ Search Folders
- ♦ Actions – Resend / Recall
- ♦ Automatic Replies
- ♦ Rules
- ♦ Tasks
- ♦ Calendar Scheduling Events and Teams Meetings
- ♦ Email to Meeting / Appointment to Email

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Supporting Vulnerable Customers

Suitable for All Levels | 3 x CPD Hours

Summary

This workshop aims to equip firms with the knowledge and skills to ensure that support is offered to a vulnerable customer so that they can effectively interact, and firms can deliver on their promised services.

Course Details

Webinar delivery

**Date:** 21st October 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ Understand the FCA's expectations on how firms are expected to serve vulnerable customers and organise themselves to do this consistently.
- ◆ Recognise where customers require additional support and respond to those needs accordingly
- ◆ To recognise good practice when providing additional support and how to avoid poor practice.
- ◆ Review vulnerable customer procedures in your firm to determine if they meet the FCA expectations
- ◆ Develop effective processes for recording and addressing vulnerability

Workshop Content

- ◆ **Recognising a vulnerable customer**
 - ◇ Poor health
 - ◇ Cognitive impairment
 - ◇ Caring responsibilities
 - ◇ Computer literacy & access
 - ◇ Low literacy, numeracy and financial capability skills
- ◆ **The FCA Report – The latest guidance**
- ◆ **Understanding a customer's needs**

Ensure your staff have the right skills and capability to recognise and respond to the needs of vulnerable customers:

 - ◇ Importance of transparency
 - ◇ Product & Service Design
 - ◇ Accessibility & Suitability
 - ◇ How to sensitively record a vulnerability on a customers profile

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Understanding and Managing Behaviours

Suitable for All Levels | 3 x CPD Hours

Summary

Effective workplace relationships rely on understanding and managing behaviours. This workshop will help participants recognise various behavioural patterns, understand their impact on team dynamics, and develop strategies to manage behaviours constructively to enhance productivity and collaboration.

Course Details

Webinar delivery

**Date:** 28th October 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Workshop Content

1. Introduction to Workplace Behaviours
 - What are workplace behaviours?
 - The role of behaviour in individual and team performance.
 - Understanding the link between attitudes, behaviours, and outcomes.
2. Behavioural Styles and Patterns
 - Exploring common behavioural styles (assertive, passive, aggressive, etc.).
 - Recognizing behaviour triggers and responses.
 - How cultural, personal, and situational factors influence behaviour.
3. Understanding the Impact of Behaviours
 - The effect of positive and negative behaviours on team dynamics.
 - Identifying how behaviours contribute to or hinder productivity.
4. Strategies for Managing Challenging Behaviours
 - Techniques to address disruptive or unproductive behaviours.
 - Conflict resolution strategies.
 - Maintaining professionalism while addressing sensitive issues.

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Understanding and Managing Behaviours

Suitable for All Levels | 3 x CPD Hours

Summary

Effective workplace relationships rely on understanding and managing behaviours. This workshop will help participants recognise various behavioural patterns, understand their impact on team dynamics, and develop strategies to manage behaviours constructively to enhance productivity and collaboration.

Standard Objectives

- ◆ Identify and understand different behavioural patterns in the workplace.
- ◆ Recognise the impact of individual and group behaviours on team dynamics and performance.
- ◆ Develop strategies for effectively managing challenging behaviours.
- ◆ Foster positive behavioural changes to create a more collaborative and productive work environment.

Course Details

Webinar delivery

**Date:** 28th October 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT[Click here to book your place](#)[Back to contents page](#)

Managing Conflict and Difficult Conversations

Suitable for All Levels | 3 x CPD Hours

Summary

Subtle changes in how people say things, and the words used, can have a powerful impact on how they feel and respond to others.

This managing difficult people workshop provides practical help and guidance in identifying and resolving people problems, resulting in improved relationships in the workplace.

Course Details

Webinar delivery

**Date:** 30th October 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ Recognise the impact of people problems on the business
- ◆ Outline the reasons for difficult behaviour
- ◆ Identify your own preferred behavioural profile
- ◆ Recognise how behaviour can influence and affect others
- ◆ Develop a strategy for coping with difficult colleagues, peers, superiors and customers
- ◆ Plan and manage performance improvement.

Workshop Content

- ◆ Assertiveness
- ◆ Own behaviour
- ◆ Communication skills
- ◆ Triggers and payoffs
- ◆ Organisation structures
- ◆ Conflict management styles
- ◆ Stress management
- ◆ Confidence building
- ◆ Bridge building
- ◆ Negotiating win-win outcomes
- ◆ Coaching skills
- ◆ Personal action plan.

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Cybercrime Awareness

Suitable for All Levels | 3 x CPD Hours

Summary

Cyber crime is increasing. This interactive workshop provides an ideal introduction for all technology users; to help raise awareness of malicious activity, Internet fraud and technology scams. Regular quizzes throughout this session aid in reaffirming the content for delegates.

Course Details

Webinar delivery

**Date:** 6th November 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ Understand the various cyber risks organisations face
- ◆ Understand the extent of cover provided by different types of cyber risk policies
- ◆ Understand the BI section of a cyber risk policy including loss measurement
- ◆ Know what a fair presentation of a cyber risk needs to include and why
- ◆ Understand the main issues around dealing with cyber claims

Workshop Content

- ◆ Understand the Impact of Cyber Crime on Business
- ◆ Recognise the Dangers of Unsolicited Emails
- ◆ Learn How to Reduce Risks

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Business Interruption Insurance

Intermediate Level | 3 x CPD Hours

Summary

This workshop is for those with over two years of experience in business interruption insurance. It covers essential aspects for placing or underwriting this insurance and explores its complex features in detail.

Course Details

Webinar delivery



Date: 11th November
2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- ◆ Understand how to effectively overcome the main problems in handling this class of business
- ◆ Understand how a gross profit figure is derived from a set of accounts
- ◆ Explain in detail the workings of the standard gross profit, revenue and fees policy covers and definitions and demonstrate how these are used to select the most appropriate cover
- ◆ Thoroughly understand the difference between the declaration linked and traditional methods of forecasting the amount to be insured and recognise the pros and cons of both
- ◆ Explain in detail the business features that affect how to set an appropriate maximum indemnity period and understand the implications of selecting an inappropriate period
- ◆ Explain how a simple claim is settled and cover available under some of the main extensions, including damage occurring away from the customer's premises

Workshop Content

- ◆ A detailed look at the main barriers to handling this class of business
- ◆ Covers available – gross profit, revenue, fees, increased cost of working and additional increased cost of working
- ◆ The main elements of the policy wording – extent of cover, important conditions, exclusions and clauses
- ◆ How to select the correct figures from a set of accounts and then project them forward using the declaration linked and traditional (sum insured) methods
- ◆ The features of a risk that have a bearing on the setting of the maximum indemnity period and how these affect the underwriter's assessment of EML
- ◆ How risk assessment and rating is influenced by the information obtained
- ◆ The principles of claims handling and the role of the loss adjusted
- ◆ Extensions commonly requested

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Professional Indemnity Insurance

Introduction level | 3 x CPD Hours

Summary

This interactive workshop is ideal for those new to professional indemnity insurance, offering a comprehensive introduction to its legal and technical foundations.

It covers how professionals incur liability, typical policy coverage, key risks across professions, and a brief overview of the claims process.

Course Details

Webinar delivery

**Date:** 13th November 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ Describe how professional liability might arise under common law, contract and statute
- ◆ Identify what types of professionals and service providers may have a professional indemnity exposure
- ◆ Outline the types of claims made against various professionals
- ◆ Describe the principal reasons why professionals should purchase professional indemnity insurance
- ◆ Outline the coverage provided by a professional indemnity insurance policy
- ◆ Outline the principal extensions and exclusions in a professional indemnity insurance policy

Workshop Content

- ◆ Duty of care owed by professionals to their clients and third parties
- ◆ Examples of professional negligence claims
- ◆ Differing professional exposures, including accountants, solicitors, surveyors and IT & telecommunications
- ◆ Professional indemnity policy – key elements of cover:
 - ◆ operative clause
 - ◆ claims made considerations
 - ◆ main exclusions/extensions
- ◆ Factors to be considered when setting the limit of indemnity
- ◆ The underwriting process

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Handling Awkward or Angry Customers

Suitable for All Levels | 3 x CPD Hours

Summary

This session teaches powerful techniques that get complaints resolved quickly and frictionlessly, generating customer loyalty and reducing workplace stress on your customer-facing employees.

This session includes scenario based role-play and an end-of-workshop action planning session.

Course Details

Webinar delivery

**Date:** 18th November 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ Detail what a complaint is and why people complain
- ◆ Deal with misunderstandings, scepticism and drawbacks
- ◆ Review behavioural styles and understand how conflict may arise
- ◆ Learn how their own attitude effects customers' responses
- ◆ Develop effective communication techniques
- ◆ Deal effectively with awkward customers
- ◆ Handle objections and take ownership

Workshop Content

- ◆ Screen Layout
- ◆ Data Entry
- ◆ Understanding Error Messages
- ◆ File Management
- ◆ Cell Manipulation
- ◆ The Autofill Function
- ◆ SUM, MIN, MAX, AVERAGE & COUNT Functions
- ◆ Multiple Worksheets
- ◆ Cell Formatting
- ◆ Calculations
- ◆ Basic use of Absolute Referencing
- ◆ Page Setup and Printing
- ◆ Questions, Answers and Requests

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Liability Insurance

Intermediate Level | 3 x CPD Hours

Summary

Suitable for the more experienced delegate involved in either underwriting, claims or broking.

This session aims to enhance participants knowledge of principles and practice of liability insurance with particular focus on employers' liability. There is a strong emphasis on recent health and safety legislation and how it has impacted

Course Details

Webinar delivery



Date: 19th November 2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- ◆ Assess liability exposures and make recommendations for relevant employers' liability insurance coverage and policy limits for different types of customer
- ◆ Explain the cover usually provided under employers' liability insurance policies
- ◆ Explain the difference between employers' liability and workers' compensation covers
- ◆ Outline the key requirements of recent health and safety legislation
- ◆ Explain the main considerations which impact on the underwriting and pricing of employers' liability insurance risks
- ◆ Outline the key issues currently affecting the employers' liability insurance

Workshop Content

- ◆ How liability arises both under common law and statute
- ◆ Review of legislation for employers' liability and health and safety at work – compulsory insurance legislation, Health & Safety at Work Act, specific risk regulations including COSHH, noise, RSI, stress, asbestos
- ◆ Policy cover and exclusions
- ◆ Main underwriting features impacting on employers' liability insurance risk assessment and pricing
- ◆ How to set liability limits
- ◆ Introduction to risk management and its relevance to employers' liability insurance
- ◆ Claims – handling processes, reserving and recent legal and social trends (Woolf reforms, RIDDOR, rehabilitation,

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Application of Insurance Principles

Suitable for All Levels | 3 x CPD Hours

Summary

This workshop provides an excellent introduction to the principles and practices of insurance. Ideal for trainees and new starters, this session introduces many of the subjects covered by the IF1 examination.

Course Details

Webinar delivery

**Date:** 20th November 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Workshop Content

- ◆ What insurance is and why customers buy it
- ◆ **Insurable interest**
 - ◇ When and how it arises
 - ◇ What distinguishes it from the subject matter of insurance
- ◆ **Utmost good faith**
 - ◇ The importance of disclosure of material facts
 - ◇ Those facts that do not need to be disclosed
 - ◇ The rights of the insurer in the event of non-disclosure or misrepresentation
 - ◇ How the FCA affects the rights of insurers
- ◆ **The underwriting process**
 - ◇ How underwriters obtain the necessary facts and their underwriting options
 - ◇ The internal and external factors that influence a premium rate
- ◆ **Indemnity**
 - ◇ How indemnity is assessed
 - ◇ The principal limitations, e.g. sums insured, average clauses, deductibles/excesses, franchises, etc
 - ◇ The process of settling claims including the responsibilities of the insured and insurer
 - ◇ Why and how non-indemnity policies differ
- ◆ **Subrogation and Contribution**
 - ◇ Their importance in common law and how they support indemnity
 - ◇ How policy terms and conditions modify their common law application
 - ◇ Different methods of calculating contribution
 - ◇ The operation of subrogation and contribution in simple claim scenarios
- ◆ **Proximate Cause**
 - ◇ The principle of proximate cause and how it is applied to claims
 - ◇ The nature and function of the documentation used in insurance
 - ◇ Including policies, cover notes, certificates, and endorsements
 - ◇ The general exclusions applicable to policies
 - ◇ The purpose and operation of policy conditions

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Application of Insurance Principles

Suitable for All Levels | 3 x CPD Hours

Summary

This workshop provides an excellent introduction to the principles and practices of insurance. Ideal for trainees and new starters, this session introduces many of the subjects covered by the IF1 examination.

Course Details

Webinar delivery

**Date:** 20th November 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ♦ Explain what insurance is and why it is important
- ♦ Explain the concept and operation of:
 - ♦ Insurable interest
 - ♦ Utmost good faith
 - ♦ Indemnity
 - ♦ Subrogation and contribution
 - ♦ Proximate cause
- ♦ Describe the nature and function of the documentation used in insurance

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Delegating with Confidence and Structure

Suitable for All Levels | 3 x CPD Hours

Summary

This course is designed to equip managers and team members with the essential skills and knowledge to master the art of delegation and delivering constructive feedback.

Course Details

Webinar delivery

**Date:** 20th November 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ♦ Delegate tasks more effectively,
- ♦ Offer constructive feedback, and
- ♦ Foster a productive and growth-oriented work environment.

Workshop Content

- ♦ What delegation is and is not
- ♦ Your comfort and stretch zone of delegation
- ♦ What gets in the way of delegation for manager and team member
- ♦ Mindsets for delegation
- ♦ ABCD of delegation – a structured approach to expressing expectations
- ♦ Feedback – Constructive vs Destructive language
- ♦ Giving feedback in a coaching style
- ♦ Feedback practice
- ♦ Action plan and review

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Cyber Risks Insurance

Introduction Level | 3 x CPD Hours

Summary

This workshop looks at the cover provided by both conventional insurance covers and those specifically designed to protect against cyber risks.

Although no specific cyber risk insurance knowledge is required, a good level of general property and liability knowledge is recommended.

Course Details

Webinar delivery

**Date:** 25th November 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ♦ Identify which types of customer could benefit from insurance against cyber risks
- ♦ Describe the extent of cover provided by conventional insurance policies against cyber risks
- ♦ Describe the policy cover, conditions and exclusions of specialist cyber risks insurance policies in the UK
- ♦ Outline the major risk, underwriting and rating considerations of cyber risks insurance
- ♦ Outline the main considerations when dealing with cyber risks insurance claims

Workshop Content

- ♦ What are cyber risks?
- ♦ What types of organisation are exposed to cyber risks?
- ♦ The cover provided by conventional insurance policies against cyber risks
- ♦ The cover, conditions and exclusions of specialist cyber risks insurance policies in the UK
- ♦ Liability
- ♦ System damage
- ♦ Business interruption
- ♦ How cyber risks policies relate to other covers such as professional indemnity and crime
- ♦ Insurers' information requirements and underwriting considerations for cyber risks insurance
- ♦ The main considerations when dealing with cyber risks insurance claims

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Complaints Communication

Suitable for All Levels | 3 x CPD Hours

Summary

This workshop is designed to provide the tools to enable the complaint handler to achieve the objectives of successfully resolving the complaint and enhancing the customer relationship in the process.

Course Details

Webinar delivery

**Date:** 26th November 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ♦ Review of current communication styles through specimen complaint letter exercises
- ♦ Recognising your audience and their communication styles
- ♦ Maintaining an assertive approach in complaint responses when faced with aggressive complainants
- ♦ Exercises in using positive language and avoiding nominalisations
- ♦ Ensuring that all language used adds value and achieves the underlying objective of conveying all relevant information in an understandable way
- ♦ Revisit of earlier complaint responses and rewording these as required.
- ♦ Action planning

Workshop Content

- ♦ Determine the best means to communicate with a customer in the early stages of a complaint
- ♦ Define and use “Plain English” in their complaint resolution communications
- ♦ Adopt the approach of writing to “express and not impress” in their e-mails and letters
- ♦ Create a personal approach and to achieve rapport with the customer through written communication customer
- ♦ Use positive language

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Director's and Officer's Liability Insurance

Intermediate level | 3 x CPD Hours

Summary

This interactive D&O insurance training workshop is suitable for those with several years' experience of working with directors and officers liability insurance who are looking to understand more.

Course Details

Webinar delivery

**Date:** 27th November 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ Identify the underwriting considerations for Directors and Officers Liability Insurance
- ◆ Explain current developments and trends in the Directors and Officers Liability insurance market
- ◆ Outline the coverage under charities, clubs and resident association policies for Directors and Officers Liability insurance and how it differs from a standard Directors and Officers Liability insurance policy
- ◆ Outline the benefits of a Pension Trustees Liability policy
- ◆ Outline how to handle a Directors and Officers Liability insurance claim
- ◆ Outline a strategy for improving customers' awareness of the risks faced by their directors and officers
- ◆ Prepare a customer presentation outlining how Directors and Officers Liability insurance would protect them in the context of their overall insurance portfolio.

Workshop Content

- ◆ Sources and types of claim against Directors and Officers
- ◆ Directors' responsibilities
- ◆ Relevant law, including Corporate Manslaughter and UK Company Law reform
- ◆ Directors and Officers Liability insurance policy – Detailed review of key benefits
- ◆ Directors and Officers Liability insurance – Detailed proposal and underwriting process
- ◆ Factors to consider when assessing the right limit
- ◆ Claims process
- ◆ Current Directors and Officers liability insurance market – key players

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Managing and Communicating with Hybrid Teams

Suitable for All Levels | 3 x CPD Hours

Summary

This session will assist attendees in developing a strategy to align their workforce and business objectives and effectively manage and engage remote workers.

Attendees will learn effective communication and collaboration methods and discover how to create a culture of inclusivity and flexibility within their organisation.

Course Details

Webinar delivery

**Date:** 2nd December 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ♦ Summarise the key legal requirements to be satisfied when managing home workers
- ♦ Know how to encourage employee engagement for remote workers
- ♦ Understand how to create flexible work arrangements and policies
- ♦ Know how to identify and combat isolation of staff members
- ♦ Identify the benefits of home working as part of a hybrid workforce strategy
- ♦ Be able to exercise a proportionate degree of oversight and control of home workers

Workshop Content

- ♦ The legal environment when the employee's home is also their place of work
- ♦ Employer obligations
- ♦ Providing the tools and resources for employees to work effectively
- ♦ Addressing the isolation and disconnection that can come with remote work
- ♦ How managers and team leaders can encourage employee engagement
- ♦ The use of technology – pro's and con's

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