



# **Live Learning Sessions**

## **Aug-Nov 2025**

# Introducing Sessions

Development Zone is pleased to launch 'Sessions' – a new series of live learning experiences, designed specifically for the insurance sector. Whether you're looking for a high-level industry overview or a focused group discussion, our Sessions offer sharp, relevant content in real time – no recordings, no 'fluff'!

***“Live learning. Real-time.”***

All Sessions are included as part of a standard Development Zone licence, with no additional costs! Simply enrol onto any course by clicking on the course tile on the [Live learning dashboard](#).

**There are two types of Sessions:**

## Main Stage



## Circle



# Mainstage

***“Front row for the big conversations.”***

**Mainstage** is where we tackle **the big picture**. Think of it as a traditional webinar. Each session delivers timely insights on the issues shaping the insurance industry – designed to help you stay up-to-date, responsive and informed. Expect clear, structured, content-rich presentations delivered live – no panels, no filler, just the context you need to move forward with confidence.

## **Why attend?**

- ✓ Get smart, real-time insights on major themes affecting the insurance market.
- ✓ Learn from an experienced voice with a practical lens.



Ideal for professionals who want clarity without complexity.





# Circle

***“Smaller groups. Sharper dialogue.”***

**Circle** takes a seminar approach, giving you the opportunity to **engage in small group**, interactive session where learning happens through facilitated conversation. Each Circle is built around real challenges and practical solutions.

This format is designed for participation – so bring your experience, questions and ideas to this virtual table.

## **Why attend?**

- ✓ Join a space where your voice matters.
- ✓ Learn through live, peer-level conversation.
- ✓ Focus on practical applications in a relaxed format.



*Attendees are reminded that courtesy, civility and respect must be shown towards fellow attendees and the course trainer. The trainer reserves the right to remove any learner from the Session who is deemed to be disruptive.*





## Which Sessions are Running?

We will be launching a programme of new Sessions each quarter. New courses will be launched every quarter.

From August to October, we are pleased to present:

### August 2025

Date	<u>Time</u>	Session	Type
14 August	11:00-12:30	<b>Anti-Harassment Training</b> <i>Learn how to identify, challenge, and prevent harassment through policy and real-life practice.</i>	Mainstage
19 August	13:00-14:00	<b>Customer Complaints</b> <i>Understand the regulatory landscape and expectations for managing customer complaints in financial services.</i>	Mainstage
20 August	13:00-14:00	<b>Motor Insurance: Policy Structures, Key Covers and Exclusions</b> <i>Understand the structure and wording of motor policies and how to explain key inclusions and limitations.</i>	Mainstage



## August 2025

Date	Time	Session	Type
21 August	13:00-14:00	<b>Reviewing CVs</b> <i>Practice reviewing CVs in small groups with structured feedback to sharpen your ability to assess fairly and effectively.</i>	Circle
26 August	11:00-12:00	<b>The Role of the FCA and PRA</b> <i>Clarify the roles, powers, and responsibilities of UK regulators and how they shape insurance and finance.</i>	Mainstage
27 August	11:00-12:00	<b>Policy Wording and Interpretations</b> <i>Delve into how the phrasing of policies affects interpretation, claims, and fairness in insurance.</i>	Mainstage
28 August	13:00-14:00	<b>Reviewing CVs</b> <i>Practice reviewing CVs in small groups with structured feedback to sharpen your ability to assess fairly and effectively.</i>	Circle



## September 2025

Date	Time	Session	Type
2 September	11:00-12:00	<b>Neuro-Inclusion at work</b> <i>Explore neurodiversity through real-world examples and learn practical strategies for building inclusive environments.</i>	Mainstage
3 September	11:00-12:00	<b>What is Consumer Duty?</b> <i>Break down the FCA's Consumer Duty and what delivering "good outcomes" really looks like in practice.</i>	Mainstage
4 September	11:00-12:00	<b>Home Insurance 101: Buildings vs Contents, Risk Factors and Trends</b> <i>Gain a clear overview of home insurance basics, including common products, clauses, and customer concerns.</i>	Mainstage
9 September	13:00-14:00	<b>Exam Study Skills</b> <i>Discover effective study techniques, revision strategies, and ways to manage nerves when preparing for professional examinations.</i>	Mainstage
10 September	13:00-14:00	<b>A Broker's Duty</b> <i>Explore the daily responsibilities, challenges, and skills needed to succeed in the broker role.</i>	Mainstage
11 September	13:00-14:00	<b>Principles of Insurance</b> <i>Explore the foundational principles that underpin the insurance industry and how they shape fair, sustainable practices across all roles.</i>	Mainstage



## September 2025

Date	Time	Session	Type
16 September	11:00-12:00	<b>The Role of the FCA and PRA</b> <i>Clarify the roles, powers, and responsibilities of UK regulators and how they shape insurance and finance.</i>	Mainstage
17 September	11:00-12:00	<b>Interviewing Best Practice</b> <i>Refine your interviewing skills, with a focus on structure, fairness, and assessing for potential.</i>	Mainstage
18 September	11:00-12:00	<b>Anti-Harassment Training</b> <i>Learn how to identify, challenge, and prevent harassment through policy and real-life practice.</i>	Mainstage
23 September	13:00-14:00	<b>Policy Wording and Interpretations</b> <i>Delve into how the phrasing of policies affects interpretation, claims, and fairness in insurance.</i>	Mainstage
24 September	13:00-14:00	<b>Customer Complaints</b> <i>Understand the regulatory landscape and expectations for managing customer complaints in financial services.</i>	Mainstage
25 September	11:00-12:00	<b>Reviewing CVs</b> <i>Practice reviewing CVs in small groups with structured feedback to sharpen your ability to assess fairly and effectively.</i>	Circle





## October 2025

Date	Time	Session	Type
9 October	13:00-14:00	<b>Exam Study Skills</b> <i>Discover effective study techniques, revision strategies, and ways to manage nerves when preparing for professional examinations.</i>	Mainstage
14 October	11:00-12:00	<b>New to the World of Work?</b> <i>Support your transition into the workplace by building the soft skills, habits, and mindset needed to succeed.</i>	Mainstage
15 October	11:00-12:00	<b>Product Add-Ons</b> <i>Explore the compliance and customer considerations in selling or advising on insurance add-ons.</i>	Mainstage
16 October	11:00-12:00	<b>Dealing with Difficult Calls</b> <i>Develop confidence and resilience when handling emotionally charged or complex customer conversations.</i>	Mainstage
21 October	13:00-14:00	<b>Unbiased Decision Making</b> <i>Discuss real-life scenarios and learn how to spot and challenge bias in everyday interactions.</i>	Mainstage



October 2025

Date	Time	Session	Type
22 October	13:00-14:00	<b>Motor Insurance: Policy Structures, Key Covers and Exclusions</b> <i>Understand the structure and wording of motor policies and how to explain key inclusions and limitations.</i>	Mainstage
23 October	13:00-14:00	<b>Selling with Soul</b> <i>Discover how to sell with authenticity, empathy, and purpose—building trust and connection without the hard sell. Learn to lead conversations that feel good and deliver results.</i>	Mainstage
28 October	11:00-12:00	<b>Home Insurance 101: Buildings vs Contents, Risk Factors and Trends</b> <i>Gain a clear overview of home insurance basics, including common products, clauses, and customer concerns.</i>	Mainstage
29 October	11:00-12:00	<b>What is Consumer Duty?</b> <i>Break down the FCA's Consumer Duty and what delivering "good outcomes" really looks like in practice.</i>	Mainstage
30 October	11:00-12:00	<b>Customer Complaints</b> <i>Understand the regulatory landscape and expectations for managing customer complaints in financial services.</i>	Mainstage



## November 2025

Date	Time	Session	Type
4 November	13:00-14:00	<b>Delivering Feedback</b> <i>Master feedback techniques that support performance, growth, and professional relationships.</i>	Mainstage
6 November	13:00-14:00	<b>Mastering your PDP</b> <i>Build a development plan rooted in your goals, learning style, and long-term vision.</i>	Mainstage
11 November	11:00-12:00	<b>Mastering your PDP</b> <i>Reflect on what motivates you and create a PDP that feels personal and actionable.</i>	Circle
13 November	11:00-12:00	<b>Anti-Harassment Training</b> <i>Learn how to identify, challenge, and prevent harassment through policy and real-life practice.</i>	Mainstage
18 November	13:00-14:00	<b>Unmasking Toxic Positivity</b> <i>Explore how forced positivity in life and on social media can impact mental health, and how to make space for real emotions.</i>	Mainstage



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19 November	13:00-14:00	<b>Mastering your PDP</b> <i>Reflect on what motivates you and create a PDP that feels personal and actionable.</i>	Circle
20 November	13:00-14:00	<b>What is Consumer Duty?</b> <i>Break down the FCA's Consumer Duty and what delivering "good outcomes" really looks like in practice.</i>	Mainstage
25 November	11:00-12:00	<b>The Role of the FCA and PRA</b> <i>Clarify the roles, powers, and responsibilities of UK regulators and how they shape insurance and finance.</i>	Mainstage
26 November	11:00-12:00	<b>Tell Your Story</b> <i>Develop your voice and confidence to share personal or professional experiences that foster trust and transformation.</i>	Circle
27 November	11:00-12:00	<b>Recording Customer Vulnerability</b> <i>Learn how to sensitively and accurately document customer vulnerability in line with regulatory expectations and ethical best practice.</i>	Circle

# How to Sign Up

Head to our new [Live learning dashboard](#) to view further details and enrol onto your chosen courses. You can scroll through the Live Learning block or click on the month at the top of the calendar, to view all upcoming Sessions.

Once you have selected your learning and enrolled, you will need go into the course and complete the confidence check before you can book onto the Live Session. To book onto the Session, click the 'Go to event' button, and on the next page, select 'Sign-up'.

Event status	Seats available	Session times	Rooms	Facilitators	Actions
Upcoming Booking open	150	12 August 2025, 11:00 AM - 12:00 PM Timezone: Europe/London	Virtual Classroom	Lucinda Roberts	<a href="#">Go to event</a>



There are required fields in this form marked \*.

### Sign-up

Requests for session organiser

Receive confirmation by \*

Email with iCalendar appointment

[Sign-up](#)

Once booked, the virtual classroom link will become available on this page 15 minutes before the session starts - **please do not share session links.**

**NOTE** – *You do not need to click on or fill in anything else on the sign-up page.*



# Assigning Live Courses

For Firm Admins and Team Leaders who wish for their learners to attend a Live Session, courses can be assigned via the Allocate Learning page, in the same way you would any other course.

Learners will then need to access the assigned course, complete the confidence check, and book themselves onto the Live Session, as above.

**NOTE** – When assigning due dates, please bear in mind the date of the Live Session within the course and any post-course activities that may be required (typically, learners are given 2 weeks post-Session to complete this).

