



2026 Q2

Technical, Business & Management Skills Workshops



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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: 14 April 2026

Time : 9:30am -12:45pm

Price: £50 +VAT

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.

Workshop Content

- Introduction to Workplace Behaviours
- Behavioural Styles and Patterns
- Understanding the Impact of Behaviours
- Strategies for Managing Challenging Behaviours
- Conflict resolution strategies.
- Promoting Positive Behaviours
- Building Emotional Intelligence
- Techniques to regulate your own responses to others' behaviours.
- Building stronger interpersonal relationships through emotional intelligence.

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Delegating with Confidence & 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: 15 April 2026

Time: 13:30pm -16:30pm

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 managers and team members
- 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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How to Have Coaching Style Conversations

Suitable for all levels | 3 x CPD Hours

Summary

Successfully developing staff to achieve their full potential can be extremely rewarding, but requires a particular set of knowledge and skills.

This fast-paced highly interactive coaching training workshop will take you through the coaching process and the key techniques to help you successfully develop your staff to their full potential.

Course Details

Webinar delivery



Date: 22 April 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Define what coaching and mentoring is in the context of management and leadership
- Refine their listening skills during coaching conversations
- Know what incisive questions to ask to enable the team to make decisions and find solutions
- Manage difficult conversations using a coaching approach
- Structure their coaching conversations
- Reflect on how these skills can be used every day at work and at home

Workshop Content

- Outline the role of a coach and its importance
- Use a coaching style of management
- Plan and implement successful coaching sessions, using a range of techniques
- Recognise and apply the skills required to be a successful coach

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Change Management & Leading Through Change

Suitable for all levels | 3 x CPD Hours

Summary

This interactive three-hour webinar explores why organisations go through change, how it impacts teams, and what leaders can do to guide people through uncertainty. Participants will gain practical tools to manage resistance, communicate change clearly, and support different behavioural responses during transition.

Course Details

Webinar delivery

Date: 25 April 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Understand the drivers and necessity of organisational change
- Recognise predictable emotional and behavioural responses
- Develop practical tools to communicate and lead effectively
- Build confidence in managing resistance and uncertainty
- Strengthen their ability to support teams through transition

Workshop Content

- Reasons why organisations go through change
- Impact of change on the organisation and teams
- How to lead people through change
- Understanding differing behaviours when coping with change

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Summary

This practical and engaging session explores how motivation drives performance, what effective delegation really looks like, and how empowerment strengthens accountability, confidence and team capability. Participants will gain tools to inspire others, delegate with purpose, and build a more engaged and productive workplace

Course Details

Webinar delivery



Date: 27 April 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Explain the importance of motivation and its impact on individual and team performance
- Identify practical strategies to motivate different individuals effectively
- Distinguish between effective delegation and simple task allocation
- Apply a structured approach to delegating clearly and confidently
- Describe how empowerment increases accountability, engagement and performance
- Recognise your role as a leader in creating a culture of trust and ownership

Workshop Content

- Motivation and its benefits
- What can you do to motivate people?
- What delegation is and isn't
- How to delegate well
- Empowerment in the workplace

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Managing & Communicating with Hybrid Teams

Suitable for all levels | 3 x CPD Hours

Summary

This course provides attendees with the knowledge and skills required when managing a hybrid work force.

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

Course Details

Webinar delivery



Date: 28 April 2026

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 the 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 – pros and cons

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Summary

Information technology is evolving quickly, and so are the insurance products available to address the cyber risks that emerge.

This workshop will explore coverage provided by both traditional insurance policies and those specifically designed to protect against cyber risks.

Course Details

Webinar delivery

Date: 29 April 2026

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?
- 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 risk policies relate to other covers such as professional indemnity and crime
- Insurers' information requirements and underwriting considerations
- The main considerations when dealing with cyber risks insurance claims

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Summary

This interactive session helps leaders understand team dynamics, recognise strengths, and support emerging talent to boost performance and engagement.

Participants will explore key models, manage change behaviours, and gain practical strategies to motivate, develop, and empower their teams.

Course Details

Webinar delivery



Date: 30 April 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Assess your team's current strengths and challenges to identify areas for development
- Recognise common barriers to effective team performance and apply strategies to address them
- Identify different behavioural responses to change and adapt your leadership approach accordingly
- Explain key team development models, including Tuckman and Lencioni, and apply them to real team scenarios
- Identify emerging talent within your team and implement practical strategies to nurture and develop it

Workshop Content

- Your team strengths and challenges
- Barriers to effective teams
- Understanding and managing change behaviours
- Team Dynamics (Tuckman and Lencioni)
- Overview of Belbin's and how to engage your Team
- Noticing and nurturing talent
- Hersey and Blanchard's situational leadership model to support individuals at different stages of competence and confidence

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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: 6 May 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Identify the underwriting considerations for Directors & Officers Liability Insurance
- Outline the coverage under charities, clubs and resident association policies for Directors & 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 & Officers Liability insurance claim
- Identify customers with the greatest need for Directors & Officers Liability insurance
- Outline a strategy for improving customers' awareness of the risks faced by their directors and officers

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
- Recent market change

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Summary

This Time Management training course is designed to help participants develop their skills in time management to increase work effectiveness and productivity, achieve greater control of their daily activities and overcome stress.

Course Details

Webinar delivery



Date: 12 May 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Identify your own particular time wasters and adopt strategies for reducing them.
- Recognise the variety of causes of procrastination and apply relevant techniques to overcome these.
- Clarify and prioritise your objectives and goals by creating more planning time.
- Adopt appropriate strategies for dealing with interruptions and anything else which 'steals' your time.
- Use practical techniques for organising work.
- Reduce time spent in meetings yet contribute more effectively.
- Define assertiveness and related types of behaviour
- Choose assertive responses to different time management situations

Workshop Content

- Time Management
- Time Robbers
- Putting Things Off
- Prioritising
- Planning
- Managing Your Environment
- AOB
- Next Steps

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Constructive Feedback & Avoiding Resistance

Suitable for All Levels | 3 x CPD Hours

Summary

Suitable for managers and team leaders who need to give feedback to their team in a way which is understood, avoids resistance to the feedback and is being heard by the individual.

Course Details

Webinar delivery

**Date:** 12 May 2026**Time:** 13:30pm -16:30pm**Price:** £50 +VAT

Standard Objectives

- Be able to describe what constructive feedback is
- Understand their own challenges to giving feedback and how to avoid
- Know how to use the right language to avoid reactions to feedback
- Have practiced using a feedback model

Workshop Content

- What feedback is and is not
- The purpose and benefits of giving feedback
- Opinions versus facts
- Constructive feedback versus criticism
- Using the right language – staying in adult not parent
- Giving feedback in a coaching style
- Structuring your feedback
- Feedback practice

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Summary

This workshop provides a comprehensive examination of the complex features of business interruption insurance. It covers all the essential aspects that professionals involved in placing or underwriting this type of business need to master.

Course Details

Webinar delivery



Date: 14 May 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Understand how to effectively address issues in this class of business.
- Learn how gross profit is derived from accounts.
- Explain the workings of the standard gross profit, revenue, and fees policy, and how to select the appropriate cover.
- Recognize the difference between declaration linked and traditional forecasting methods, along with their pros and cons.
- Understand business features that determine the appropriate maximum indemnity period and the implications of choosing incorrectly.
- Outline the cover available under key extensions, including damage 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, extensions and exclusions
- The main elements of the policy wording – extent of cover, important conditions, exclusions and clauses
- 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 adjuster

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Summary

Suitable for those looking to consolidate existing knowledge and enhance it with technical and useful functions and procedures within the Microsoft Excel platform.

Standard Objectives

- Refresh and consolidate existing knowledge
- Understand use of IFs, Nested IFs and SUMIF
- Apply Conditional Formatting

Workshop Content

- Existing Knowledge Refresh
- Calculations and Percentages
- Advanced Absolute Referencing
- Conditional Formatting / Sparklines
- The IF Function Using Nested IFs
- The SUMIF function for Analysis and Reconciliation
- VLOOKUP in Detail for Range and Non-Range Lookups
- External Cell Referencing and Linked Documents
- Paste Special
- Questions, Answers and Requests

Course Details

Webinar delivery



Date: 20 May 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

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Policy Wording Interpretations

Suitable for All Levels | 3 x CPD Hours

Summary

This participative webinar will suit anyone who needs a good basic understanding of how general insurance policy wordings operate and how key terms can affect the cover provided. The session will include a number of practical exercises designed to reinforce and embed learning.

Course Details

Webinar delivery

**Date:** 21 May 2026**Time:** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- To provide knowledge and understanding of basic policy wordings for general insurance business
- Know how to apply knowledge of principles concerning the operation of policy conditions affecting claims for general insurance business

Workshop Content

- Describe the structure, functions and contents of an insurance contract, including the schedule
- Explain the meaning and use of common policy conditions and exclusions
- Explain the distinction between warranties, conditions, representations and exclusions
- Practical exercises

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Marine Cargo & Goods In Transit Insurance

Introduction Level | 3 x CPD Hours

Summary

This introduction to marine cargo insurance training workshop presents an overview of both marine cargo and goods in transit insurance risks

It will review the main covers available together with typical exclusions, conditions and underwriting features to be considered.

Course Details

Webinar delivery



Date: 28 May 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Identify the marine cargo and goods in transit (overland Europe) risks encountered by commercial organisations
- Consider underwriting features of marine cargo and goods in transit (overland Europe) risks
- To have an understanding of the Institute Cargo Clauses
- To review the main policy cover, terms, conditions and exceptions of goods in transit insurance
- To know the information required to obtain a quotation
- To appreciate the implications concerning marine cargo and goods in transit (overland Europe) claims

Workshop Content

- Risk assessment
- The practical implications of underwriting
- The main covers, particularly relating to the Institute Cargo Clauses and goods in transit (overland Europe) insurance
- The structure and content of typical policies
- Aspects to consider to obtain a quotation
- Claims issues and matters requiring particular attention

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Summary

The purpose of this workshop on employer's liability insurance is to enhance or refresh participants' understanding of the principles and practices associated with liability insurance, with a specific emphasis on employer's liability.

The workshop will place a strong focus on recent health and safety legislation and its impact on employer's liability risks.

Course Details

Webinar delivery



Date: 3 June 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Assess liability exposures and recommend appropriate employers' liability insurance coverage and limits for various customers.
- Explain typical coverage under employers' liability insurance.
- Differentiate between employers' liability and workers' compensation covers.
- Outline key requirements of recent health and safety legislation.
- Discuss main factors affecting the underwriting and pricing of employers' liability insurance risks.
- Highlight current issues impacting the employers' liability insurance market concerning claim costs.

Workshop Content

- Liability Arising Under Common Law and Statute
- Overview of employers' liability and health and safety legislation, including compulsory insurance, the Health & Safety at Work Act, and specific regulations (COSHH, noise, RSI, stress, asbestos).
- Key policy coverage. exclusions and liability limits
- Main underwriting features affecting risk assessment and pricing for employers' liability insurance.
- Introduction to risk management related to employers' liability insurance.
- Claims handling, reserving, and recent trends (Woolf reforms, RIDDOR, rehabilitation, industrial disease funding)

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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: 4 June 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Assess liability exposures and recommend appropriate employers' liability insurance coverage and limits for various customers.
- Explain typical coverage under employers' liability insurance.
- Differentiate between employers' liability and workers' compensation covers.
- Outline key requirements of recent health and safety legislation.
- Discuss main factors affecting the underwriting and pricing of employers' liability insurance risks.
- Highlight current issues impacting the employers' liability insurance market concerning claim costs.

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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Summary

Everyday business challenges require our attention. By using effective problem-solving approaches, we can enhance results, productivity, and profitability.

This interactive workshop allows participants to explore and apply various problem-solving and decision-making techniques adaptable to different issues.

Course Details

Webinar delivery



Date: 9 June 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Understand the difference between problem solving and decision making
- Consider causes of problems and not just the symptoms
- Describe techniques for generating solutions
- Detail methods for selecting the optimum solution
- Employ relevant problem-solving tools
- Explore the use of creative thinking in problem-solving

Workshop Content

- The benefits of a structured approach to problem solving
- Recognising the real problem
- Causes and effects of problems
- Collecting data relevant to problem solving
- Techniques for generating solutions
- Methods for creative thinking
- Selecting the best solution
- Decision-making models
- Making the solution work
- Personal action plan

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Summary

This half-day session will help managers to understand their own natural styles and behaviours and to explore their own and their team's personality types. It is well documented that Managers who adapt their own style and approach will get the best from their team.

Course Details

Webinar delivery

Date: 10 June 2026

Time: 13:30pm -16:30pm

Price: £50 +VAT

Standard Objectives

- Recognise how your personality style influences your management and communication
- Understand the impact of different personality types on team dynamics
- Apply tools to flex your management style to meet the needs of others
- Adapt your communication approach to work effectively with different individuals
- Manage challenging situations and difficult behaviours with versatility
- Reflect on your learning and create a personal action plan to improve leadership impact

Workshop Content

- Emotional Intelligence in the context of personality styles
- Overview of personality profiling tools
- Preferred styles of working and communicating
- Understanding self and teams and how to flex your management and communication style
- How to meet the needs of different personality types
- Versatility: How to work with difficult people and situations
- Reflection on learning
- Action plan

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Summary

This professional indemnity insurance training workshop is suitable for those with several years' experience of working with Professional Indemnity insurance and looking to learn more.

Course Details

Webinar delivery



Date: 11 June 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Explain how tortious and contractual liabilities co-exist and how they may differ in their application
- Evaluate the major exposures of different professionals and explain the major differences in coverage offered to them
- Explain recent legal developments impacting on the liability of professionals
- Detail the cover provided by a typical design and build policy
- Detail the underwriting process and explain the principal underwriting considerations
- Examine what processes professionals could use to manage their risk.

Workshop Content

- A recap on the duty of care owed by professionals followed by consideration of some of the standards of care applied
- Employees' personal duty of care
- Comparison of tort and contractual liability – how they co-exist, limitation periods etc.
- Risk assessment exercise applicable to accountants, solicitors, surveyors or IT consultants
- Policy wording comparison
- Factors to be considered when underwriting the professional indemnity risk
- Managing the professional indemnity risk.

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Summary

The training workshop focuses on how high net worth (HNW) insurance expands upon standard insurance coverage, particularly household insurance policies.

Our HNW insurance training workshop examines the unique features of high net worth insurance and how these features affect the acceptance and pricing of such risks.

Course Details

Webinar delivery



Date: 17 June 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Recognise the potential market for high net worth (HNW) clients and their typical profile.
- Define additional coverages unique to HNW policies compared to standard ones.
- Compare HNW policy covers, conditions, and exclusions.
- Understand standard underwriting features for HNW risks (proposer, location, sums insured).
- Grasp underwriting and pricing for unique HNW items (valuables, collections).
- Identify additional covers for HNW clients
- Understand risk management's role in underwriting and surveys for HNW risks (e.g., security).

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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Summary

This participative workshop is for those with some practical experience of handling or placing contract works insurance, but who are looking to add to this knowledge.

It provides a structured overview of the subject, which will act as either a learning opportunity for those less experienced or a refresher for the more experienced.

Course Details

Webinar delivery



Date: 25 June 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Describe the risks involved in contract works insurance
- Explain the difference between contractual obligations and insurance requirements
- Describe how standard contracts such as the JCT clauses can affect the client's insurance arrangements
- Explain non-negligence cover
- Describe the major elements of contract works insurance policies

Workshop Content

- The need for separate insurance, Risks/property insured, Ways cover can be arranged, Parties and terminology
- Contract Conditions: Parties involved, Insurance requirements for Works & Plant under JCT standard form of contract, JCT Minor Works
- Policy Cover – Contract Works: Usual cover, exclusions, extensions, Common alternatives, Maintenance cover, Defects exclusions
- Placing and Rating Risks: Key insurer information needs, Good risks and bad risks, Contract works pricing

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