Searchlight
Training the insurance industry

2026 Q4

Technical, Business & Management Skills Workshops

Part of UKGI Learning Solutions

Contents

Technical Skills

Household Insurance Claims

Introduction Level | 3 x CPD Hours

Summary

This half day interactive webinar is suitable for those who are new to Household Claims or those wishing to refresh their knowledge.

Standard Objectives

- Describe how more household insurance claims are handled
- Describe cover provided for the main perils and issues that may be presented
- Understand common types of construction and some of the key issues they present when handling / interpreting claims
- Have an appreciation of various options open to insurers under household contracts when settling claims and underinsurance
- Understand common areas of confusion and dispute in claims interpretation
- Appreciate claims investigation processes and potential fraud indicators

Workshop Content

- The claims process
- The insurance contract
- Proximate cause
- Main perils
- Construction
- Underinsurance
- Common Issues

Course Details

Webinar delivery ☑

Date: 1 October 2026

Time: 9:30am -12:45pm

Book your place

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Technical Skills

Trade Credit Insurance

Introduction Level | 3 x CPD Hours

Summary

Trade credit insurance can be a vital component in a firm's protections against the risks they face. This workshop is designed for those who are new to this class of insurance or require a refresher in the subject.

Course Details

Webinar delivery ☑

Date: 2 October 2026

Time: 9:30am -12:45pm

Standard Objectives

Upon completion of the workshop, delegates will be able to:

- Understand the way in which trade credit and political risk insurance has developed
- Outline what types of credit insurance and political risk contracts are currently available
- Analyse the cover provided by a trade credit and political risk insurance policy and compare different types.
- Understand the impact upon firms of "bad debts".
- Be familiar with rating factors associated with this/these class(es) of insurance business.
- Be aware of various risks management measures taken by firms when considering trade credit risk.

Workshop Content

- Short introduction to the development and history of trade credit and political risk insurance
- Insurable losses; exclusions and common conditions.
- The importance of credit control
- What happens when firms default
- The basic causes of trade credit loss and how they are defined and covered
- How credit limits are set under each type of policy
- Consideration of rating factors and why they impact upon underwriting decisions
- How an underwriter considers a credit limit; important considerations
- How can a Broker assist in credit risk presentation

Book your place

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Business Skills

Cybercrime Awareness

Suitable for All Levels | 3 x CPD Hours

Summary

A presentation for all technology users; to help raise awareness of malicious activity, Internet fraud and technology scams. With regular quizzes throughout to reaffirm content.

Standard Objectives

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

Workshop Content

- Dangers of Cyber Crime and the Impact on Your Business
- Phishing Emails and How to Recognise Them
- Social Media Scouring
- Spear Phishing Attacks
- Email Conduct to Avoid Being Targeted
- What to do if you are a victim
- Attachments, Documents and Viruses
- The Real Dangers of AI
- Web Browsing Risks
- Popups, Add-ons and Software Downloads
- Open Connections and VPNs
- Password Etiquette
- Phone Call Scams
- Data Backups

Course Details

Webinar delivery ☑

Date: 7 October 2026

Time: 9:30am -11:30pm

Book your place

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Technical Skills

Commercial Property Insurance

Introduction Level | 3 x CPD Hours

Summary

This one-day workshop on commercial property insurance offers a comprehensive introduction to the principles and practices in this field. It covers various aspects of commercial property insurance, including coverage details, terms, conditions, and exclusions, as well as the underwriting process.

Course Details

Webinar delivery ☑

Date: 8 October 2026

Time: 9:30am -12:45pm

Standard Objectives

- The risks associated with commercial organisations
- The different cover levels available
- The main conditions, exclusions and restrictions
- The differing methods of calculating the sum insured
- The principles of underwriting and assessment of risk
- The principles of claims handling
- Testing (optional)

Workshop Content

- Identify the property risks encountered by commercial organisations
- Outline the specific insurance cover available to meet commercial property risks
- Appreciate the implication of the terms, conditions, limitations, exclusions and warranties of a typical commercial property insurance policy
- Understand the importance of adequate sums insured
- Be able to outline the underwriting criteria for commercial property risks
- Appreciate the procedures, requirements and processing of commercial property claims

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Technical Skills

An Introduction to Delegated Underwriting

Introduction Level | 3 x CPD Hours

Summary

This course helps delegates understand why insurers delegate underwriting authority and looks at the advantages and disadvantages of delegated underwriting, the key elements of a binding authority agreement, the legal aspects and the claims handling process.

Course Details

Webinar delivery ☑

Date: 9 October 2026

Time: 9:30am -12:45pm

Standard Objectives

Upon completion of the workshop, delegates will be able to:

- Understand the purpose of delegated underwriting and the binding authority agreement.
- Be aware of how a binding authority is created and administered.
- Develop an understanding of the role of the coverholder, their attributes and their relationship with underwriters including legal aspects
- Be familiar a binding authority agreement requires of a coverholder.
- Recognise how the underwriter/coverholder relationship is beneficial to both parties
- Successfully manage conflicts of interest that can arise when binding authority agreements are used
- Understand the key aspects of the claim and complaint handling process when this is delegated to a coverholder.

Workshop Content

- Why do underwriters delegate authority and how
- Consideration of different types of binding authority agreements.
- What influences the choice of coverholder?
- Management Information: Keeping underwriters informed
- Oversight exercised by underwriters in their dealings with coverholders
- Determining suitable levels of authority to grant to coverholders
- How coverholders earn money and the management of any inherent conflicts of interest
- How and why claims authority can be delegated
- Conduct Risk considerations encountered when delegating underwriting authority.

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Management Skills

Managing Conflict & Difficult Conversations

Suitable for all levels | 3 x CPD Hours

Summary

This half day interactive live training session is aimed at managers looking to develop the skills and confidence to have difficult conversations at work. This may include colleagues, customers and direct reports.

Course Details

Webinar delivery ☑

Date: 12 October 2026

Time : 9:30am -12:45pm

Standard Objectives

By the end of this session delegates will have:

- Explored their own challenges in having difficult conversations
- Discussed and described the reasons why people react the way they do
- An understanding of their preferred style when dealing with difficult situations and how to flex this style
- Practiced a structured framework for having difficult conversations.

Workshop Content

- Why conflict occurs
- The Elephant in the Room and Zone of Uncomfortable Debate
- The fear of conflict and how to reframe and reduce
- Why people do what they do:
  - The Empathy Gap
  - The Amygdala Hijack
- Styles of conflict and flexing your style
- Trigger statements and how to avoid
- Preparing for your difficult conversation
- Structuring and practising your difficult conversation

Book your place

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Technical Skills

Commercial Liability Insurance

Introduction Level | 3 x CPD Hours

Summary

Designed for those providing technical or administrative services, this training session lays a solid foundation for career development in liability insurance.

The workshop focuses on key areas such as Employers' Liability, Public Liability, and Products insurance, with principles applicable across all types of liability coverage.

Course Details

Webinar delivery ☑

Date: 14 October 2026

Time: 9:30am -12:45pm

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 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

Book your place

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Technical Skills

Cyber Risks Insurance

Introduction Level | 3 x CPD Hours

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: 15 October 2026

Time: 9:30am -12:45pm

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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Introduction to Reinsurance

Introduction Level | 3 x CPD Hours

Summary

Vital to the operation and provision of insurance is the reinsurance industry. This interactive workshop is designed to provide an insight into reinsurance for insurance underwriters and brokers. The benefits and various types of reinsurance are covered and why they may be appropriate to certain firms or classes of insurance.

Course Details

Webinar delivery ☑

Date: 18 October 2026

Time: 9:30am -12:45pm

Standard Objectives

Upon completion of the workshop, delegates will be able to:

- Understand the need for and benefits of reinsurance and its use by insurers
- Have an awareness of the reinsurance market
- Be able to demonstrate the difference between proportional and non-proportional, treaty and facultative reinsurance
- Describe the characteristics of the different types of reinsurance treaty
- Understand the how and why ceding commissions are provided and the concept of retrocession

Workshop Content

- Definition of reinsurance and reinsurance terminology
- Exercise: Why reinsure? Both macro and more specific benefits to insurers.
- Types of reinsurance including their benefits and drawbacks:
- Quota Share
- Surplus
- Facultative Obligatory
- Risk Excess of Loss
- Catastrophe Excess of Loss
- Stop Loss
- Exercise: Which reinsurance treaty is most profitable – proportional or non-proportional?
- Commissions
- Retrocession

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Technical Skills

Motor Trade Insurance

Introduction Level | 3 x CPD Hours

Summary

This workshop is intended for individuals who are new to motor trade insurance. It provides them with the skills necessary for effective daily interactions with both insurers and clients.

Additionally, the workshop encourages participants to explore the wider insurance needs of motor traders.

Course Details

Webinar delivery ☑

Date: 21 October 2026

Time: 9:30am -12:45pm

Standard Objectives

- List the reasons why a motor trader needs special treatment for motor insurance risks
- Explain a motor trader's obligations under the MID
- List trades which require motor trade insurance and the reasons why
- Describe the various rating methods, including named driver, points basis and fleet rating
- Describe the types of underwriting information required to assess a motor trade risk
- Summarise the respective covers under road risks and non-motor policies issued to motor traders
- Give examples of how risk management methods can be applied to the risk assessment process.

Workshop Content

- An examination of the reasons why a motor trader needs a special type of motor insurance policy
- A review of the law relating to motor insurance with particular reference to the MID
- How the different types of road risks policies are rated and an examination of the relevant underwriting factors
- An in-depth analysis of road risks cover and extensions including a comparison of market policy wordings
- A summary of non-motor covers and how these are adapted to suit the motor traders' needs.

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Business Skills

Handling Awkward or Angry Customers

Suitable for All Levels | 3 x CPD Hours

Summary

This half day interactive webinar is suitable for those dealing with customers on a day to day basis.

Course Details

Webinar delivery ☑

Date: 4 November 2026

Time: 9:30am -12:45pm

Standard Objectives

- Define what constitutes a complaint and understand why customers raise concerns
- Recognise different behavioural styles and how conflict can arise
- Understand how personal attitude and approach influence customer reactions
- Apply effective communication techniques to manage challenging situations
- Respond confidently to emotional, awkward, or confrontational customers
- Handle objections constructively while taking ownership and maintaining composure

Workshop Content

- Understanding Customer Expectations
- Recognising Complaints and Their Causes
- Understanding Conflict and Behaviour
- Communication and Attitude
- Managing Emotions and Staying in Control
- Assertiveness and Handling Challenges

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Introduction to Management Liability

Introduction Level | 3 x CPD Hours

Summary

Directors and officers within a firm face a huge spectrum of risk which, in some instances can cause serious financial hardship for the individual. This session is designed to familiarise those new to this class of insurance or those wishing to further develop their basic understanding.

Course Details

Webinar delivery ☑

Date: 9 November **2026**

Time: 9:30am -12:45pm

Standard Objectives

By the end of the session, attendees will:

- Explain the main duties of directors
- Explain in detail what Directors' & Officers' (D&O) insurance covers
- Identify the underwriting considerations for D&O insurance
- Describe legal issues arising from recent legislation and court cases
- Discuss current developments and trends in the Management Liability insurance market

Workshop Content

- Duties of directors
- Policy coverage review
- Presumptive indemnification
- Conduct and severability
- Deferred prosecution agreements
- Shareholder actions/derivative actions
- Public offering of securities insurance
- Rating factors
- The importance of Employment Practices cover and how EPL claims arise
- Corporate Manslaughter coverage

Book your place

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Technical Skills

Household Insurance

Introduction Level | 3 x CPD Hours

Summary

This interactive workshop provides a good basic understanding of the principles and practices of household insurance.

Course Details

Webinar delivery ☑

Date: 11 November 2026

Time: 9:30am -12:45pm

Standard Objectives

- Outline the reasons why customers buy household insurance
- Compare and contrast the methods of buying household insurance
- Explain to customers the layout of the policy, its format and structure including the extent of policy cover including common policy extensions
- Recognise the principles of underwriting and how they apply to new and existing customers
- Describe the implication of losses on policy cover, conditions and exclusions
- Consider the principles and procedures for handling claims
- Describe the methods by which claims are resolved satisfactorily

Workshop Content

- What are the motives for customers to buy household insurance
- The policy format and structure
- How policy cover operates, conditions and exceptions – buildings and contents
- Extensions in policy cover:
    - Personal possessions
    - Legal expenses
    - Pets
    - The principles of underwriting household insurance
- The concepts of risk assessment and typical requirements for household customer
- The principles and procedures for handling household insurance claims

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Business Skills

Time Management

Suitable for All Levels | 3 x CPD Hours

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 November 2026

Time: 9:30am -12:45pm

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

Book your place

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Employers Liability

Introduction Level | 3 x CPD Hours

Summary

This half day interactive webinar is suitable for those who are new to employers' liability insurance or those wishing to refresh their knowledge.

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

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, vibration, stress, asbestos
- Policy cover and exclusions
- Main underwriting features impacting on employers' liability insurance risk assessment and pricing

Course Details

Webinar delivery ☑

Date: 16 November 2026

Time: 9:30am -12:45pm

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Commercial Packages

Introduction Level | 3 x CPD Hours

Summary

This half day interactive webinar is suitable for those who are new to the selling or servicing of Commercial Package covers or those who wish to refresh their knowledge.

Standard Objectives

- Demonstrate an understanding of the benefits of a package policy approach and for which types of customers it is suitable
- Outline the usual policy structure and the variations which might be encountered
- Describe the cover usually available under the major covers – Property Damage, Business Interruption, Money, Liability, Computers, Personal Accident and Goods in Transit
- Outline the principal conditions and exclusions and their impact on the customer
- Describe the information underwriters require and why

Workshop Content

- Commercial Packages v Individual Policies
- Commercial Packages Policy Structure
- Underwriting Considerations and Information Requirements
- Commercial Packages – Major Covers Overview:
    - Property Damage
    - Business Interruption
    - Money
    - Employers/Public/Products Liability
    - Personal Accident
- Principal Policy Conditions and Exclusions

Course Details

Webinar delivery ☑

Date: 18 November 2026

Time: 9:30am -12:45pm

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Training the insurance industry

Technical Skills

Liability Claims

Introduction Level | 3 x CPD Hours

Summary

This course provides an introduction to liability insurance, covering the main types of cover, how liabilities arise under common law, contract, and statute, and the protection offered by employers' liability, public liability, and products liability insurance. It also examines policy application to claims, the distinction between legal and policy liability, and recent trends affecting liability insurance.

Course Details

Webinar delivery ✓

Date: 19 November 2026

Time: 9:30am -12:45pm

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 insurance policies
- Apply the terms and conditions of a combined liability insurance policy to various claims
- Explain the difference between legal liability and policy liability
- Recent legal and social trends

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 restriction and how this applies to claims
- The claims process:
    - explaining the fundamental difference
    - between legal and policy liability
    - Notification & investigation
    - Quantum
- Overview of recent legal and social trends that have impacted on liability insurance

Book your place

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Technical Skills

Household and High Net Worth Insurance

Introduction Level | 3 x CPD Hours

Summary

This workshop provides an introduction into one of the more complex areas of personal lines insurance. Household policies combine elements of property and liability cover and often incorporate many cover extensions enhancing the protection offered by this class of insurance business.

Course Details

Webinar delivery ✓

Date: 24 November 2026

Time: 9:30am -12:45pm

Standard Objectives

Upon completion of the workshop, delegates will be able to:

- Understand the cover provided by a conventional household policy
- Be able to explain the difference between perils and all-risks cover as applied to home insurance
- Be familiar with the various rating factors associated with home insurance
- Understand the variations in cover relevant to differing risks (unoccupied, holiday home, let premises)
- Gain insight into how the household market has segmented into mid net worth and high net worth sectors and how cover varies.

Workshop Content

- The nature of the perils covered by a conventional policy
- Policy extension and exclusions
- Occupiers, owners and personal liability cover
- Physical rating factors:
  - Construction
  - Location
  - Valuables
  - Security
- Consumer Insurance (Disclosure and Representation) Act 2012
- Be aware of the characteristics of a HNW/MNW household insurance customer
- Understand how the cover on a HNW policy differs from those of a more conventional variety

Book your place

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Technical Skills

Waste/Recycling Insurance

Introduction Level | 3 x CPD Hours

Summary

This participative workshop seeks to build upon a base working knowledge of the delegates' commercial insurance experience and is specific to the waste and recycling industry.
This workshop seeks to determine the impact of relevant legislation upon the various organisations involved, developing risks and how insurance cover responds to these risks.

Course Details

Webinar delivery ☑

Date: 25 November 2026

Time: 9:30am -12:45pm

Standard Objectives

Upon completion of the workshop, delegates will be able to:

- Understand the various risk management measures at the disposal of firms to help mitigate the risk of suffering losses arising from their activities
- Have a basic knowledge of the various legislation affecting the waste management industry
- Be aware of the coverage offered by both public liability and environmental impairment policies
- Consider the rating factors relevant to this class of business and the process adopted before EI cover is likely to be granted
- Understand other classes of insurance that would be covered by a package policy for such organisations

Workshop Content

- Outlining the risk management process and those measures available to firms to mitigate risks associated with their activities
- Seeing how the industry has evolved in recent years and been shaped by public pressure and legislation
- Looking at how public liability policies respond to instances where claims are made against the policyholder which may involve contamination
- Contrasting the cover of the EI policy with public liability insurance
- Rating factors for EI cover and the underwriting process
- Listing those firms where strict liability for pollution would apply
- Study of other areas of policy cover including property, business interruption and employers liability.

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Technical Skills

Motor Insurance

Introduction Level | 3 x CPD Hours

Summary

This half day interactive webinar is suitable for those who are new to motor insurance or those wishing to refresh their knowledge.

Standard Objectives

- Describe the content of the Road Traffic Act 1988 and relevant legislation with reference to motor insurance
- Explain the various methods used by the market to deal with the victims of uninsured drivers
- List and describe factors used by underwriters to assess standard and non-standard motor insurance risks
- Compare and contrast private car and commercial vehicle covers
- Explain how the market deals with customer complaints and an examination of common causes of complaints

Workshop Content

- Road traffic act and legislation
- The Motor Insurers' Bureau
- Assessing risks
- Review of policy cover
- Common issues

Course Details

Webinar delivery ☑

Date: 26 November 2026

Time: 9:30am -12:45pm

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Technical Skills

Legal Expenses

Introduction Level | 3 x CPD Hours

Summary

This half day interactive workshop provides an introduction the Legal Expenses Insurance ensuring that delegates are familiar with the layout of the policy and what is covered and what is not.

The workshop will provide an excellent opportunity for delegates to develop their understanding of legal expenses.

Standard Objectives

Delegates who successfully complete this workshop will understand:

- How legal liability arises
- Why customers purchase legal expenses cover
- The different types of legal expenses cover available
- Motor legal expenses before the event cover
- After the Event legal expenses cover

Workshop Content

- What is a legal liability and how to investigate
- Overview of negligence, split liability and contributory negligence
- Review of different Motor Legal Expenses BTE covers
- In depth review of LEI BTE and ATE products paying particular attention to the cover offered, definitions, exclusions and conditions
- Overview of FOS and FSCS

Course Details

Webinar delivery ☑

Date: 30 November 2026

Time: 9:30am -12:45pm

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Technical Skills

Parametric Insurance

Introduction Level | 3 x CPD Hours

Summary

This introductory session provides an opportunity for delegates to develop their understanding of this type of insurance. Parametric insurance is not new but is being developed for SMEs and provides options for risks which underwriters may previously have considered uninsurable risks.

Course Details

Webinar delivery ☑

Date: 1 December 2026

Time: 9:30am -12:45pm

Standard Objectives

Upon completion of the workshop, delegates will be able to:

- be able to outline the features of parametric insurance
- know how parametric solutions differ from other insurance solutions
- know when parametric insurance can be used as an alternative or to supplement conventional insurance
- be aware of the main parametric products currently offered or being developed

Workshop Content

- Explanation of the concept of parametric insurance
- Why it can be used where conventional insurance may be ineffective or require supplementation
- Consideration of the various perils that can be insured on a parametric basis
- Identifying independent, verifiable triggers that can be used
- Examples of parametric products
- Rating factors
- Benefits of parametric insurance for insurance brokers dealing with SME business

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Management Skills

Performance Management

Suitable for all levels | 3 x CPD Hours

Summary

This interactive live webinar is aimed at providing an overview what performance management is and the reasons why performance does not meet expectations. We will discuss how to manage a team's performance by setting SMART objectives and measuring performance against these along with techniques to manage underperformance.

Course Details

Webinar delivery ☑

Date: 3 December 2026

Time : 9:30am -12:45pm

Standard Objectives

By the end of the workshop, delegates will be able to:

- Demonstrate and understanding of what performance management is
- Discuss the causes of poor performance
- Explain the need for clear expectations
- Demonstrate how to hold a performance conversation

Workshop Content

- What performance is and is not
- Focusing on strengths and weaknesses
- Establishing clear expectations and goals
- Holding performance conversations

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Business Interruption Insurance – Parametric Solutions

Introduction Level | 3 x CPD Hours

Summary

Whilst conventional business interruption insurance provides excellent protection against many eventualities, it does not cover all of the eventualities that may disrupt an organisation. This workshop explores some alternative solutions and is designed to broaden the perspective of the account handler with regard to business interruption risks.

Course Details

Webinar delivery ☑

Date: 9 December 2026

Time: 9:30am -11:30pm

Standard Objectives

Upon completion of the workshop, delegates will be able to:

- be aware of the current coverage gaps found in BI insurance
- be able to identify how new parametric cover options may deal with some coverage gaps
- be able to compare parametric and conventional cover

Workshop Content

- Examination of the limitations of conventional BI insurance
- The impact upon various industry sectors
- Consideration of various independently verifiable triggers that lend themselves to parametric insurance with a focus upon business interruption risks
- Cover exclusions
- Cyber parametric cover
- Identification of gaps in conventional BI coverage that can be addressed using parametric products

Book your place

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Legal Expenses

Introduction Level | 3 x CPD Hours

Summary

The aim of this half day workshop is to provide an opportunity to explore Product Liability insurance. It will provide a way of developing greater insight into policy cover

Standard Objectives

At the end of the course delegates will be able to:

- Explain the cover provided by a Product Liability policy, along with exclusions
- Describe how liability can arise under product liability
- Describe underwriting risk factors and methods
- Provide an overview of the claims process.

Workshop Content

- Explore the Product Liability policies available
- An in-depth look the various ways in which liability arises, either through Acts of Parliament or through common law
- Explore the policy wordings and the typical extensions and restrictions applying in different circumstances
- Underwriting methods
- Outline the way claims are handled

Course Details

Webinar delivery ☑

Date: 10 December 2026

Time: 9:30am -12:45pm

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Management Skills

Coaching & Mentoring

Suitable for all levels | 3 x CPD Hours

Summary

This half day live and interactive training session will help demystify what coaching and mentoring is and will equip managers with practical techniques in how to engage and motivate their team using a coaching style approach.

Course Details

Webinar delivery ☑

Date: 15 December 2026

Time : 9:30am -12:45pm

Standard Objectives

By the end of this session delegates will have:

- Know the difference between formal and information coaching and mentoring
- Know and understand the principles of using a 30 / 70 approach to coaching and mentoring at work
- Have practiced and demonstrated essential coaching skills to improve coaching style conversations
- Have practiced being a coach using a structured framework.

Workshop Content

- The many hats you wear as a manager
- What coaching and mentoring is and is not
- Where coaching fits within the 7 styles of management and leadership
- Adopting the 30 / 70 principle of coaching as a manager
- Evaluating and practising essential coaching skills and competencies
- Using a structured approach when having coaching style conversations
- Practising being a coach

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Contact us

T: 01495 708 037

W: www.searchlightsolutions.co.uk

E: training@ssluk.net

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Registered office address: Number 22 Mount Ephraim, Tunbridge Wells, England, TN4 8AS