



2025 Q2

Technical, Business & Management Skills Workshops



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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: 24th April 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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Summary

Suitable for those with at least 12 months' commercial property insurance experience.

This workshop explores commercial property insurance in greater depth, and explores at typical commercial property cover, terms, conditions and exclusions.

Course Details

Webinar delivery



Date: 3rd April 2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ 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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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: 15th April 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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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: 15th April 2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ 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.

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Contractors 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: 15th April 2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ 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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Delegating with Confidence and Structure

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: 15th April 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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Director's & 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.

Participants will be required to complete some pre-course material ahead of the training session.

Course Details

Webinar delivery



Date: 15th May 2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ 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
- ◆ Identify customers with the greatest need for Directors and Officers Liability insurance
- ◆ 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
- ◆ Recent market changes

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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: 20th May 2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ 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
- ◆ Explain the 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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Summary

Anyone who has ever wished they had more hours in the day will benefit from this interactive time management training workshop which has been specifically designed to improve effectiveness in the workplace.

Course Details

Webinar delivery



Date: 20th May 2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- ◆ Analyse where their time is currently being spent and where they would prefer it to be spent
- ◆ Plan and prioritise tasks more successfully
- ◆ Use delegation where appropriate
- ◆ Handle interruptions and their impact on time constraints
- ◆ Manage communication and paperwork successfully.

Workshop Content

- ◆ Analysis of present activities
- ◆ The effects of poor time management
- ◆ Setting priorities
- ◆ Time management tools and techniques
- ◆ Good planning
- ◆ Setting SMART objectives
- ◆ Use of daily/weekly/monthly/yearly planners
- ◆ Personal organisation
- ◆ Delegation techniques
- ◆ Achieving work/life balance
- ◆ Dealing with interruptions
- ◆ Managing paperwork
- ◆ Personal action plan for further development of skills

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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: 21st May 2025

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ 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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Giving Feedback and Avoiding Resistance When Giving Feedback

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: 22nd May 2025

Time : 9:30am -12:45pm

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

The workshop is highly interactive and includes a series of exercises and case studies to reinforce the learning.

Course Details

Webinar delivery



Date: 3rd June 2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ 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 principle underwriting considerations
- ◆ Examine what processes professionals

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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The Importance of Effective Presentations

All levels | 3 x CPD Hours

Summary

This workshop is designed for individuals who need to give presentations as part of their role and want to improve their skills. It is suitable for people who are hesitant about presenting, as well as those with some experience who want to enhance their skills.

During the session, participants will have the opportunity to actively develop their new skills by presenting to fellow attendees. Additionally, participants will need to complete some pre-course material before the training session.

Course Details

Webinar delivery



Date: 10th June 2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Identify the tools and techniques that are integral to delivering a confident presentation
- ◆ Understand how to structure and plan a presentation based on clearly identified objectives
- ◆ Identify how to command audience trust and attention throughout the presentation
- ◆ Manage nerves in order to project a calm and confident image
- ◆ Deliver a presentation in a lucid and compelling manner
- ◆ Handle questions confidently and competently

Workshop Content

- ◆ Panic-Free Presentations
 - ◆ The ground rules
 - ◆ Organisation of material
 - ◆ Maintaining audience interest
 - ◆ Managing yourself
 - ◆ Skills Practice
 - ◆ Overcoming fears and worries
 - ◆ Positive inner dialogue
 - ◆ Managing nerves
 - ◆ Structure and delivery
 - ◆ Projecting a positive image
- ◆ Presentation Skills
 - ◆ Using your voice more effectively
 - ◆ Focusing your thoughts
 - ◆ Using notes and visual aids

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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: 12th June 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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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 June 2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ 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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