

Interpersonal skills in insurance - virtual or in-class workshops

In a complex sector facing change, disruption and regulatory pressures, first rate interpersonal skills are critical. Our people and interpersonal skills modules are designed and delivered in the context of an insurance business so that your people come away with skills, knowledge and insights that are useful and relevant to their roles.



Effective personal impact

An interactive workshop that will enable participants to build their brand to help grow their career and develop their relationships and network



Handling difficult conversations

Handling difficult conversations effectively will improve the performance of all your people - gaining confidence, taking responsibility and accountability for dealing with challenging issues



Relationship management

Centred around five key themes, this workshop will provide relationship managers and service teams with key client skills. Perfect for early careers, new hires and lateral hires as well as more experienced staff.

See page 2



Managing projects

Builds a practical understanding of the key elements of project management to help everyone to understand their role and impact in a team, and so contribute more effectively to project success



Communicating with impact

A practical workshop that will help participants to better communicate and present information, ideas and vision in a clear, structured and impactful way



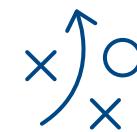
Delivering powerful presentations

Designed to challenge participants' existing presentation strengths and weaknesses, to help build more effective ways to structure and deliver their material with impact



Writing with power and impact

Write in ways that address the original business needs behind each information request, and structured in ways that make the findings clear and the next steps easy to determine



Influencing and negotiating

Reach effective business solutions by thinking, acting, influencing and negotiating in a collaborative way with colleagues to achieve sustainable success



Being at your best

Individual and corporate productivity is improved when your people are at their best. The ability to be at your best can be life changing for individuals and transformational for organisations



Resilience

Helps to develop participants' emotional intelligence at work by providing an insight into managing their emotions and behaviour to maximise success in the workplace



Understanding others better using MBTI

Recognise the differences in the ways people think and react as individuals through MBTI, building interpersonal effectiveness and leading to constructive interactions with clients and colleagues



Effective time management

Helps participants' to optimise their approach to work and projects, leading to stronger individual contribution and more productive teamwork



Effective delegation

Mastering delegation is a fundamental skill all managers must possess to prevent them from doing everything themselves, especially as their roles grow



Running effective meetings

Helps develop practical meeting skills to utilise in everyday meetings as well as more formal meetings to ensure successful outcomes are achieved every time



Essentials of management

This workshop equips managers new into their role with essentials skills and tools they can easily apply to their roles and responsibilities when managing individuals and teams

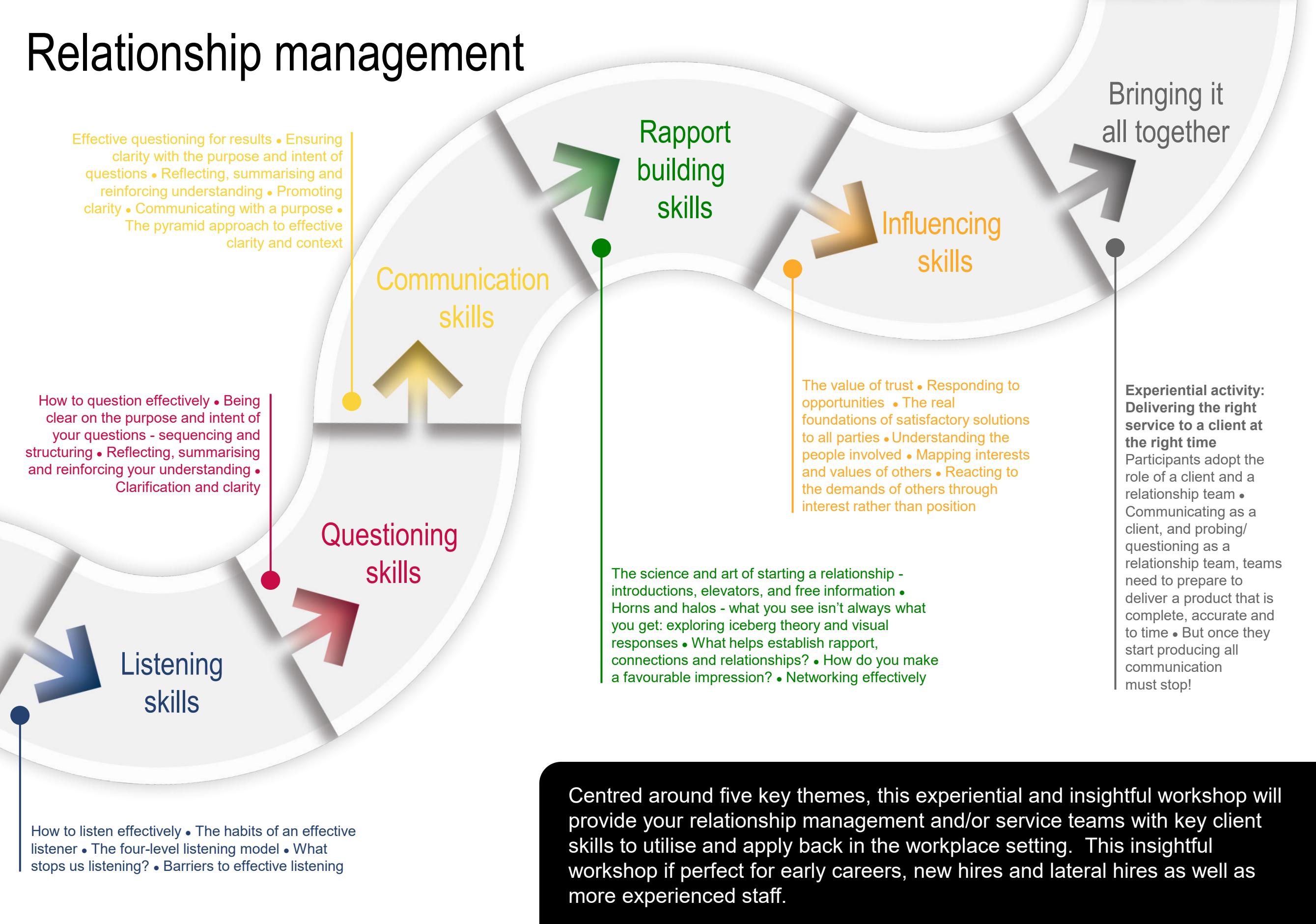


Presenting and pitching virtually

Practical tools, tips and tricks to ensure your people present and pitch with impact virtually. See next page for more details. See page 3

★ Modules currently on-trend with our clients

Relationship management



Presenting and pitching virtually with impact

Our 'Presenting and pitching virtually with impact' workshop blends facilitator-led inputs with interactive exercises and experiential activities designed to engage participants throughout. Full of practical tools, tips and tricks, our virtual workshop explores five key themes essential to presenting, pitching and meeting virtually with impact.



4) Presenting and pitching in a virtual environment

- The value of trust
- Leaving a lasting impression
- Effective listening skills - The Four-Level Listening Model
- Maximising impact with the 5 Senses
- Presenting with impact - passion and purpose
- Structuring the presentation - what, how, why, who

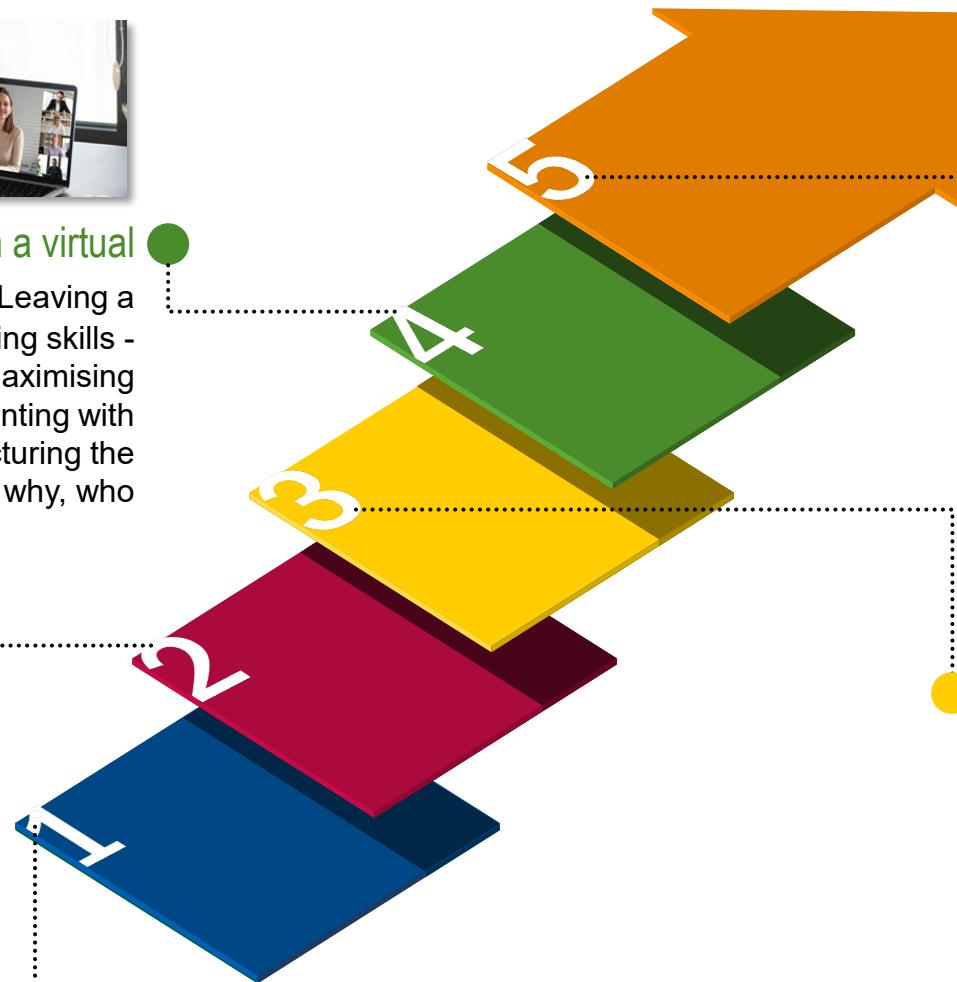


5) Virtual forum theatre

- Participants experience first-hand your business challenges
- In real time, they direct the scenarios to ensure the best possible outcomes
- The session will allow participants to apply their learning, supported by tutor-facilitated discussions around the scenarios

2) Welcoming clients into your virtual office

- Creating the best environment for your client
- Best practice for your conference call settings
- Sending the invite
- Setting up your virtual venue
- Video and lighting
- Managing the audio experience
- Curating a professional background



3) Managing the meeting

- Sharing your documents and your presentation
- Dividing the roles - Presenter and Host
- Making it interactive
- Working with others
- Managing transitions
- Communicating with your team during the meeting
- How to question effectively



1) Knowing your venue

- Tips & tricks and pros & cons of WebEx Meetings, Microsoft Teams, Zoom and Google Hangouts
- How best to use break-out rooms / large and small groups / media sharing

