



**ZING365**  
Learning without limits

# Instructor Led Programmes and Courses 2024

Visit Our Website

[www.zing365.co.uk](http://www.zing365.co.uk)

# About Zing365

Zing365 is a market-leading training provider to the insurance and financial services sectors.

For over 25 years, we have been designing practical, business-focused training programmes for professional services clients, providing a complete training solution with a wide range of Instructor Led training programmes (virtual or in-person), webinars and e-learning courses which can be hosted on your LMS or ours.

Our Instructor Led programmes and courses have been developed by our in-house trainers and subject matter experts. Our recommended programmes have been carefully curated to provide the relevant skills and knowledge in each topic area.

We offer over 85+ full and half day training courses covering 7 topic areas.

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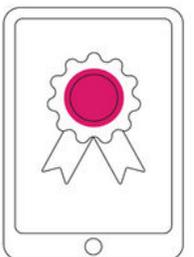
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Sales & Business Development

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ESG & Sustainability

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# Our Programme Approach

We refuse to just tick the box when it comes to training and development. We passionately believe that the old fashioned 'sheep dip' approach has very little long term benefit. This is why our market leading in-house trainers and subject matter experts have spent many years developing carefully curated programmes to improve skills, knowledge and drive long lasting behavioural change.

In addition to the workshops, learners will have access to coaching support between modules and a range of on-line self-study resources to support their development.

7

**Topic Areas**

12

**Recommended  
Programmes**

85+

**Full & Half  
Day Courses**



**Flexibility to  
create  
bespoke  
programmes**



## What you will receive



### Flexibility

We offer total flexibility to build your own bespoke programmes or to take one of our carefully curated recommended programmes, all we ask is that you book a minimum of six days training across the year.



### Expert Trainers

We will provide one dedicated expert for the duration of your programme. They will work with you to fully understand the needs of the business and each individual learner.



### Delivery & Timescale Options

We will deliver your programmes as you wish, whether that be in person, virtual or a blend of the two. The timescales for delivery are also flexible to suit your needs.



### Extra Support

As well as market leading training workshops, learners will also have access to virtual support throughout the programme and access to on-line resources and self study materials to enhance their learning.



### Return On Investment

We want you to see a clear return on investment and will work closely with you to agree learning objectives in advance. Our pragmatic approach will ensure all learners can apply the topics covered to their day-to-day roles.

With so many options available, it is difficult for us to recommend the perfect programme for your business so you have total flexibility to build your own programme from the topics shown on the next page.

All our technical insurance modules are available in introductory and intermediate levels unless stated otherwise.

Our Advance level topics are included in our Live Learning webinar programme providing over 120 hours of learning per year, please contact us for more details.

# Insurance



# Insurance Courses

## Insurance Fundamentals

- Insurance Principles and Risk (Intro Level)
- Insurance Regulation (Intro Level)
- Introduction to the Insurance Industry (Intro Level)

## Motor

- Introduction to Motor Insurance (Intro Level)
- Motor Fleet Insurance (Intro Level)
- Motor Trade Insurance (Intro Level)

## Speciality

- Claims Handling
- The Insurance Market Place (Intro Level)
- Lloyds & The London Market (Intro Level)
- Re-insurance (Intro Level)

## Financial Lines

- Cyber Liability
- Directors and Officers
- Professional Indemnity

## Property & Casualty

- Contractors' All Risks
- Business Interruption
- Combined & Package Insurance
- Liability Insurance & Law
- Property Insurance

## Recommended Programmes

Select any of the modules above to create your bespoke programme to suit the needs of each learner, whether you are new to insurance or an experienced professional keen to gain more knowledge of specific business lines. Our programmes are designed for up to 12 delegates.

## Delivery Options

All programmes can be delivered virtually or in-person to suit your requirements.

## Claims Courses

- Assertiveness
- Business Interruption
- Casualty
- Claims & Functions
- Claims Market Place
- Dealing with Conflict
- Delegated Authority
- Effective Time Management
- Errors & Omissions
- Influencing Others
- Insurance Principles
- Insurance Regulation
- Introduction to Insurance
- Managing Stakeholders
- Motor Insurance
- Negotiating and Influencing
- Problem Solving
- Professional Behaviours
- Professional Indemnity
- Property Insurance
- Questioning Skills
- The Claims Journey



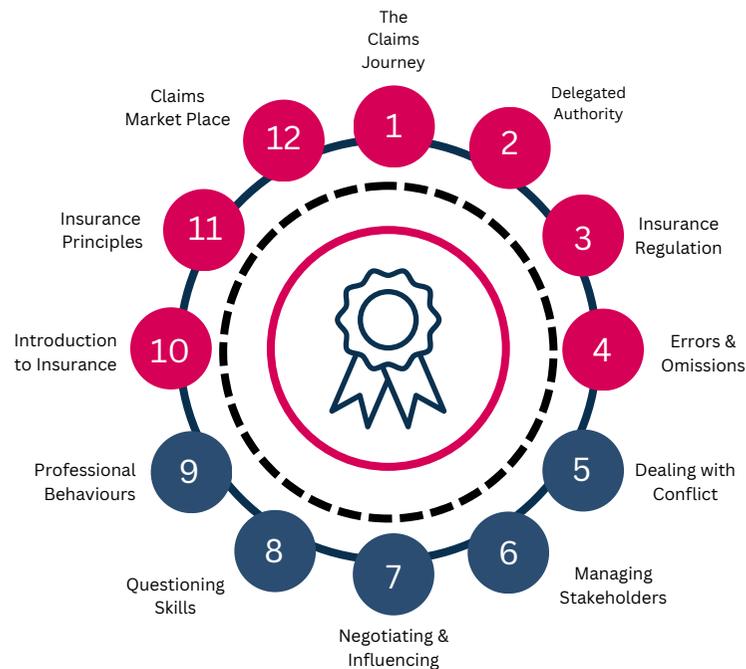
**CLAIMS**

# Claims Programmes

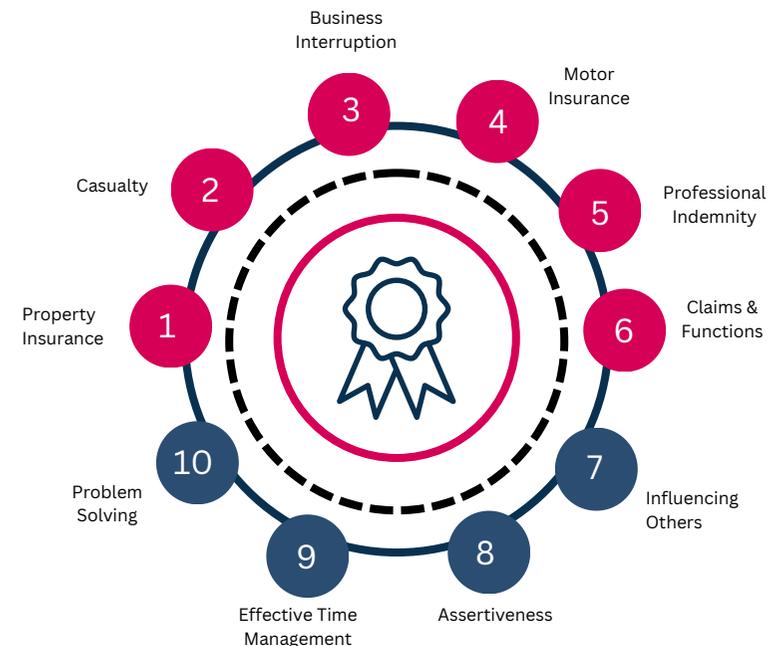
Our claims courses have been designed specifically for claims professionals at all career levels. The topics on the previous page can be taken as standalone courses or as modules within our recommended programmes shown below.

## Recommended Programmes

### Level 1: Introduction



### Level 2: Intermediate



## Delivery Options

### Level 1: Introduction

Designed for new starters and those seeking a transition into claims. (maximum group of 12 delegates)

- Option 1: 12 x 3-hour virtual sessions
- Option 2: 6 x full days in-person workshops

### Level 2: Intermediate

Designed for claims professionals wishing to enhance their knowledge within specific classes of business

- Option 1: 6 x full day sessions + 4 x half day virtual sessions
- Option 2: 8 x full days in-person workshops

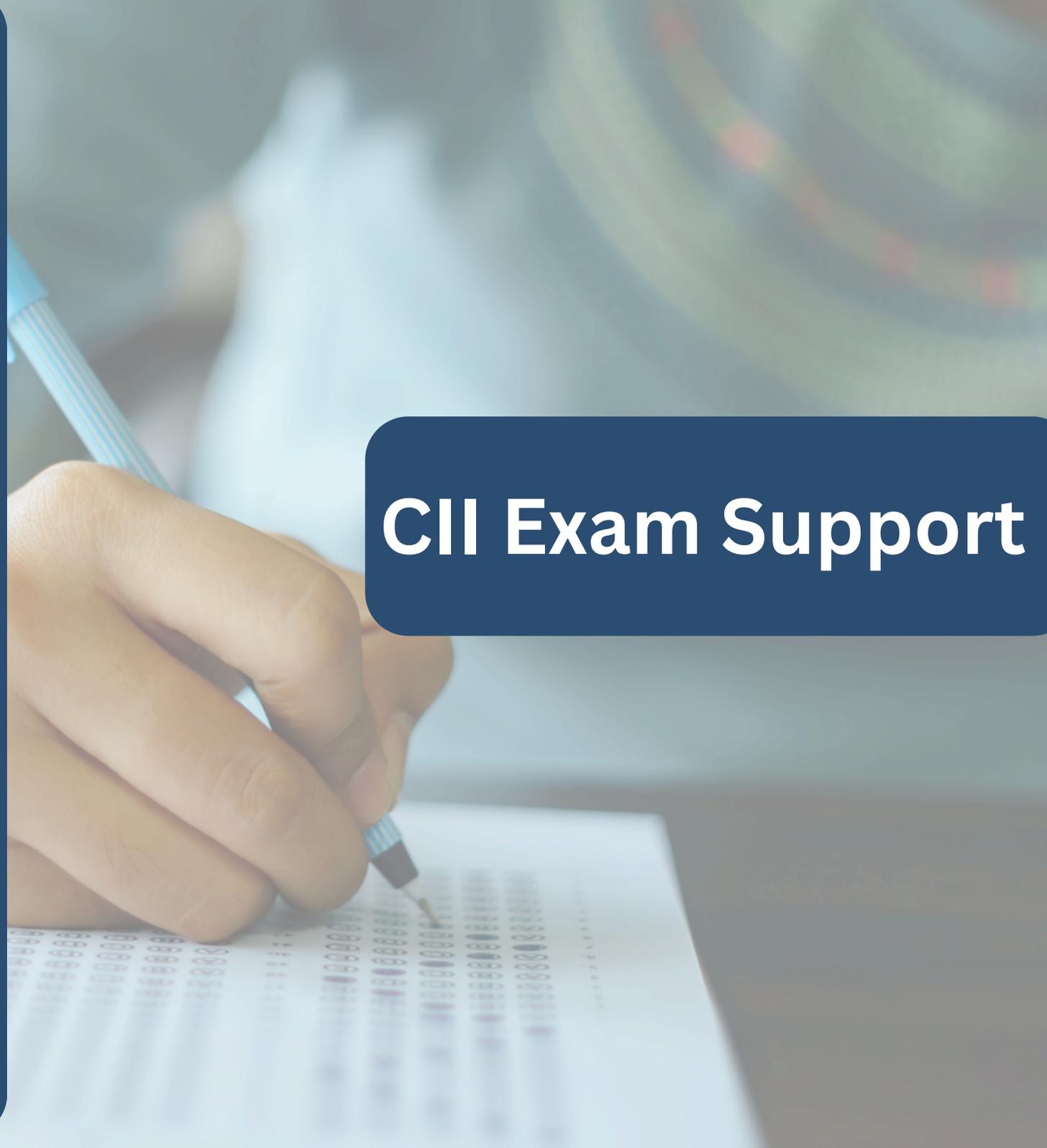
## Certificate in Insurance

The Level 3 Certificate in Insurance is a core qualification for insurance staff working across all sectors of the profession. The Certificate develops core knowledge and confidence of the key disciplines needed before you focus your subsequent studies and specialise according to your ambitions and career requirements.

The IF1 unit is a compulsory module combined with 2 optional units of your choice (IF2/3/4/5/6/7/8/9/10/11).

## Diploma in Insurance

The Diploma in Insurance is a technical and supervisory qualification for insurance professionals and the logical progression from the Certificate in Insurance. The Diploma will provide you with a firm understanding of insurance fundamentals and will enable you to build towards advanced technical knowledge. There are two compulsory modules for DipCII, MO5 followed by either M92 and/or 530 plus two additional modules chosen from the DipCII or ACII list (M21/66/67/80/81/85/86/90/91/93/94/96/97/98).

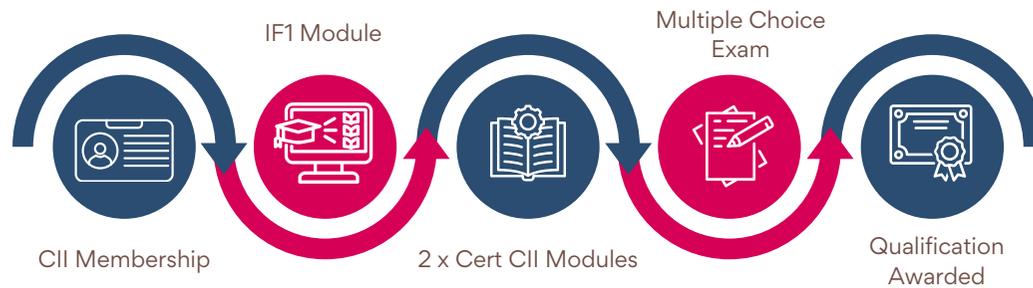


**CII Exam Support**

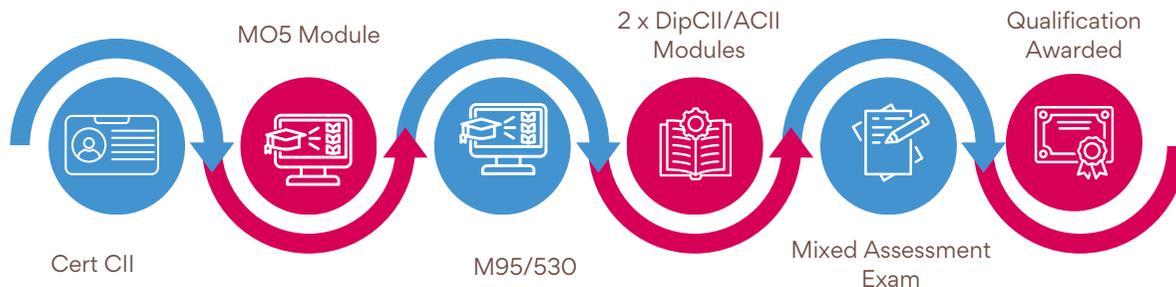
# CII Exam Support (Cert & Dip)

Whether your team are starting their qualification journey with the Certificate In Insurance (CertCII) or moving on to the Diploma in Insurance (DipCII) our exam and revision support programmes are designed to embed the learning and manage study time effectively. All courses are facilitated by one of our experienced CII qualified trainers who will bring the study text to life, practice the all-important exam techniques to ensure learners pass first time. We also provide support with study plans, online resources and study aids, quizzes, mock exams, study hints and exam tips.

## Your journey to CertCII



## Your journey to Dip CII



## Delivery Options

### Certificate In Insurance

36 hours of guided support delivered to up to 12 delegates:

- Option 1: 12 x 3-hour virtual sessions
- Option 2: 5 full days in-person workshops

### Diploma In Insurance

45 hours of guided support delivered to up to 12 delegates:

- Option 1: 15 x 3-hour virtual sessions
- Option 2: 7 full days in-person workshops

## Business Skills Professional Development Courses

- Assertiveness
- Dealing with Conflict
- Effective Communication & Influencing
- Effective Time Management
- Emotional Intelligence & Bias
- Influencing Others
- Insights Discovery Introduction
- Managing Difficult Conversations
- Managing Stakeholders
- Negotiating & Influencing
- Personal Branding & Building your Network
- Personal Effectiveness & Time Management
- Problem Solving & Decision Making
- Professional Behaviours (½ day)
- Professional Standards & Ethics
- Project Management
- Questioning Skills (½ day)
- The Essentials of Communication

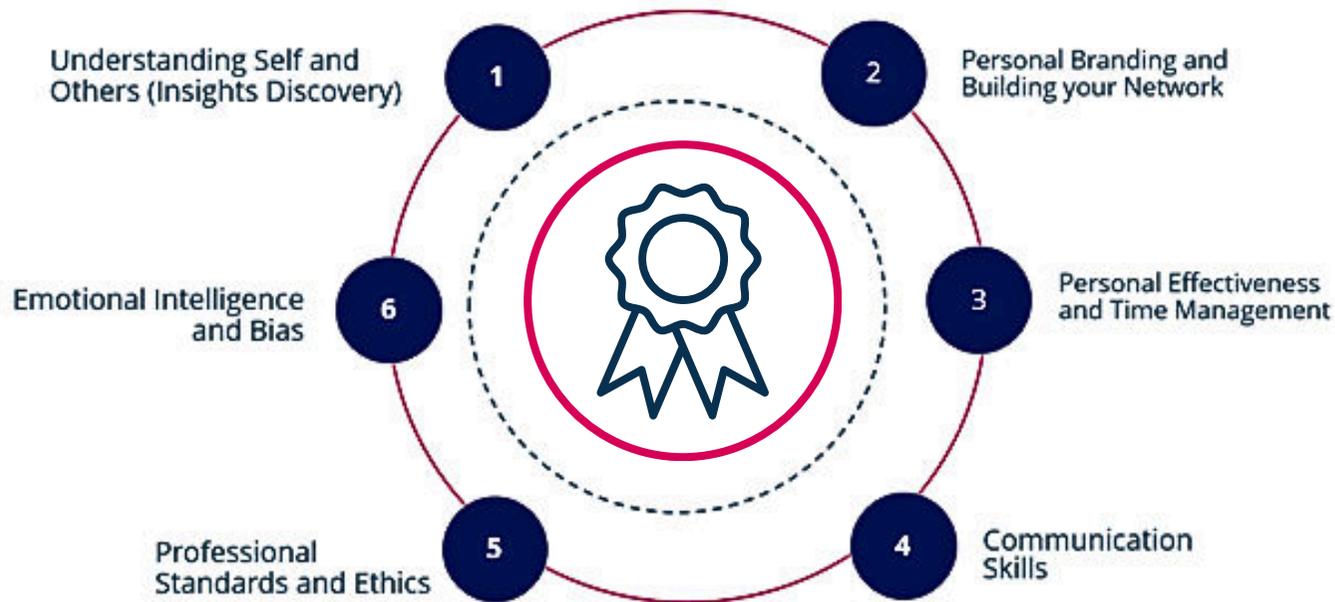


## BUSINESS SKILLS & PROFESSIONAL DEVELOPMENT

# Business Skills and Professional Development

Our recommended Professional Development programme has been carefully designed for those wanting to enhance their skills, knowledge and career prospects but if the modules don't fit your exact requirements, you can select any of the topics on the previous page to create your perfect Business Skills and Professional Development training programmes.

## Recommended Programme



## Delivery Options

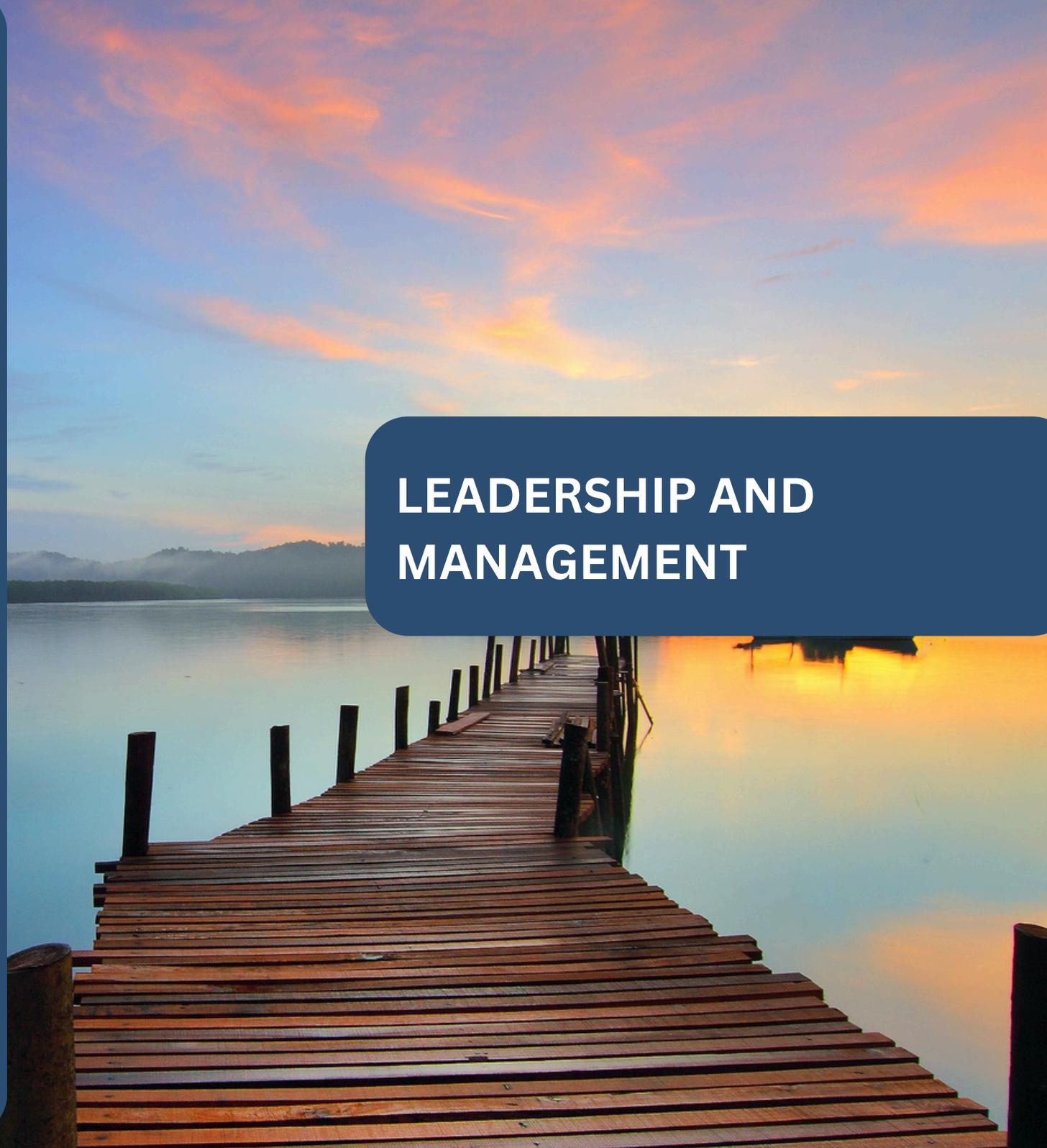
36 hours of guided support delivered to up to 12 delegates:

- Option 1: 6 x full day virtual sessions
- Option 2: 6 x full day in-person workshops

## Leadership and Management Courses

- Assertiveness & Managing Difficult Conversations
- Building Effective Teams
- Coaching your Team
- Effective Communication and Influencing
- Emotional Intelligence & Communication
- Insights Discovery Workshop
- Leadership in Practice
- Leading through Change
- Managing Change
- Negotiation Skills
- Persuasive Presentations
- Problem Solving & Decision Making
- Project Management
- Self-Awareness & Coaching Others
- Strategic Thinking and Leadership

# LEADERSHIP AND MANAGEMENT

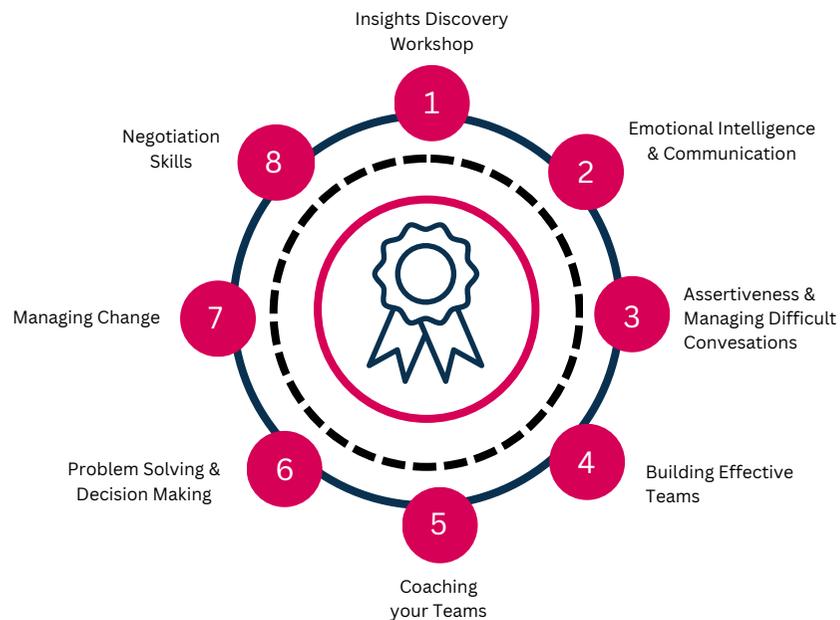


# Leadership & Management

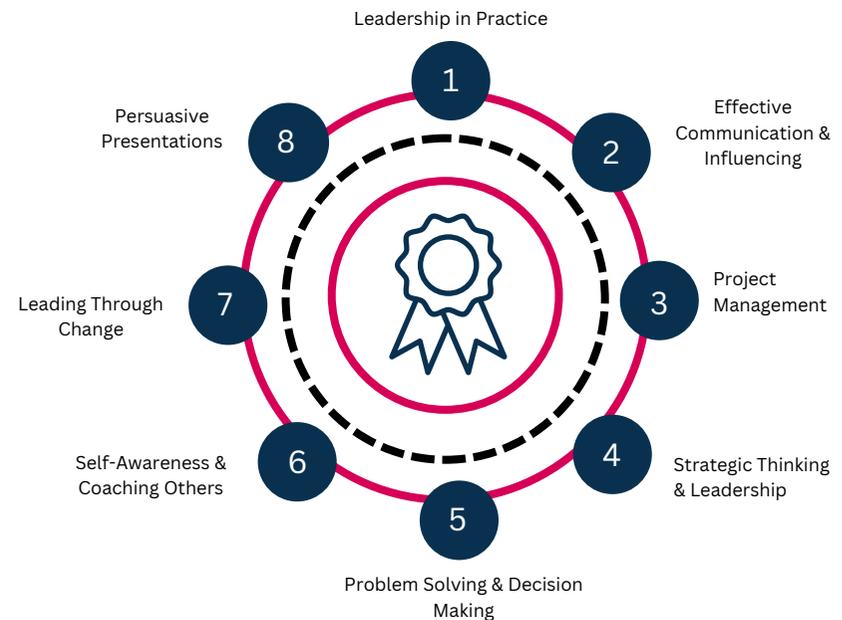
We offer two Leadership and Management programmes suitable for those starting out on their people management journey and those with more experience but ready to take the next step in their leadership career. We recommend all eight modules but do offer some flexibility for you to build your own bespoke training programme by selecting the relevant modules from the previous page.

## Recommended Programmes

### Level 1: Aspiring Managers Programme



### Level 2: Leadership Academy



## Delivery Options

### Level 1: Aspiring Managers

Designed for new and aspiring managers to build essential skills required to manage a team effectively (maximum group of 12 delegates)

- 6 - 8 x full days workshops
- First and last modules delivered in person all other modules can be delivered virtually

### Level 2: Leadership Academy

Designed for managers wanting to take the next step in their careers and become a leader (maximum group of 12 delegates)

- 6 - 8 x full days workshops
- First and last modules delivered in person all other modules can be delivered virtually

## Sales & Business Development Courses

- Planning for Success
- Personal Effectiveness and Self Awareness
- Negotiating and Influencing
- New Business Development
- Growing your Account
- Effective Trading and Building Broker Relationships
- Presentation Skills and Presenting your Proposal or Proposition
- Building your Plan
- Executing your Plan

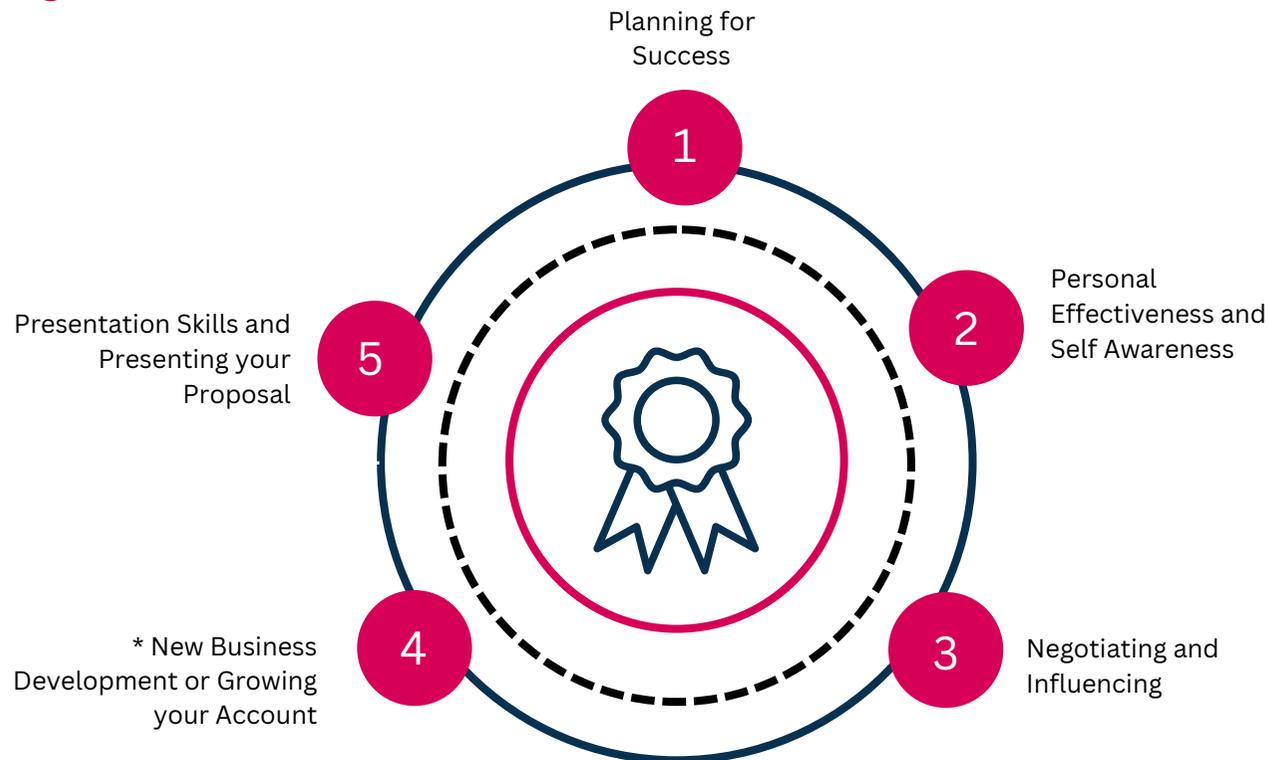
A staircase of four wooden blocks is positioned against a teal wall. A dark blue rounded rectangular box is placed on the second step from the top, containing the text 'SALES & BUSINESS DEVELOPMENT' in white, bold, uppercase letters.

**SALES & BUSINESS  
DEVELOPMENT**

# Sales Academy for Brokers

Our Sales Academy for Brokers is designed for Account Executives and Account Handlers wishing to take a more proactive approach to business development and consciously develop the skills required to grow their account effectively. We have provided two options for module 4 to allow flexibility depending on responsibilities of delegates attending this programme.

## Recommended Programme



*\* select one option depending on role of delegates*

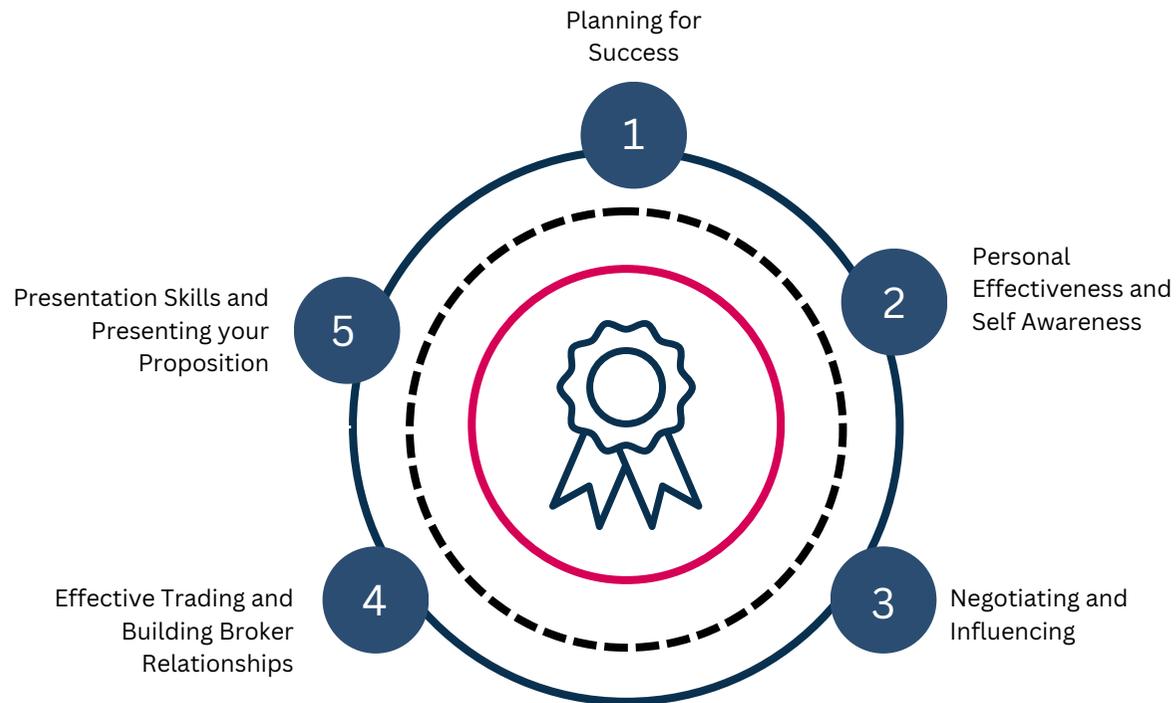
## Delivery Options

- Designed for maximum group of 12 delegates
- 5 x full days workshops
- First and last modules delivered in person all other modules can be delivered virtually

# Business Development for Underwriters

Our Business Development for Underwriters programme is designed for those wishing to take a more proactive approach to business development and consciously develop the skills required to build effective broker relationships and trade effectively.

## Recommended Programme



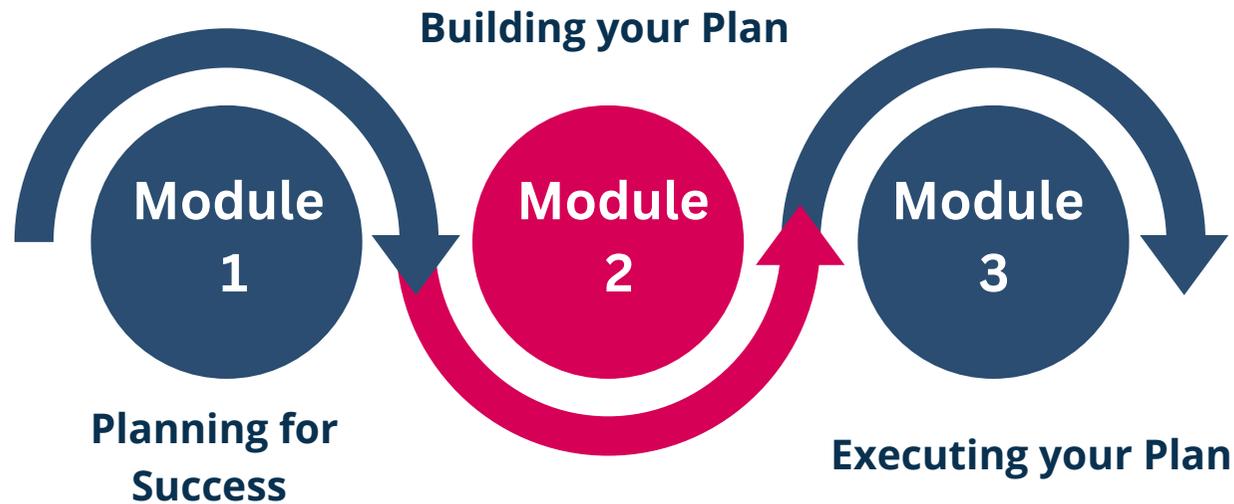
## Delivery Options

- Designed for maximum group of 12 delegates
- 5 x full days workshops
- First and last modules delivered in person all other modules can be delivered virtually

# How to Accelerate Growth of your Business

This bespoke course is specifically designed for managers and senior leaders who wish to enhance their strategic and business planning skills. The course will provide participants with the knowledge and tools needed to create effective business strategies, set and present realistic financial and non-financial goals, and make informed decisions to drive the business forward.

## Recommended Programme



## Delivery Options

- Option 1: 1 x full day virtual session followed by 4 x half day virtual sessions
- Option 2: 3 x full day in-person workshops

## ESG & Sustainability Courses

Our 2-day programme is built up of several modules, which have been strategically planned to build knowledge step-by-step.

The course will provide the learner with a range of knowledge, skills and practical insight into:

- What ESG is
- The challenges and opportunities it presents to businesses
- Ways ESG can be effectively incorporated and adapted into your organisation

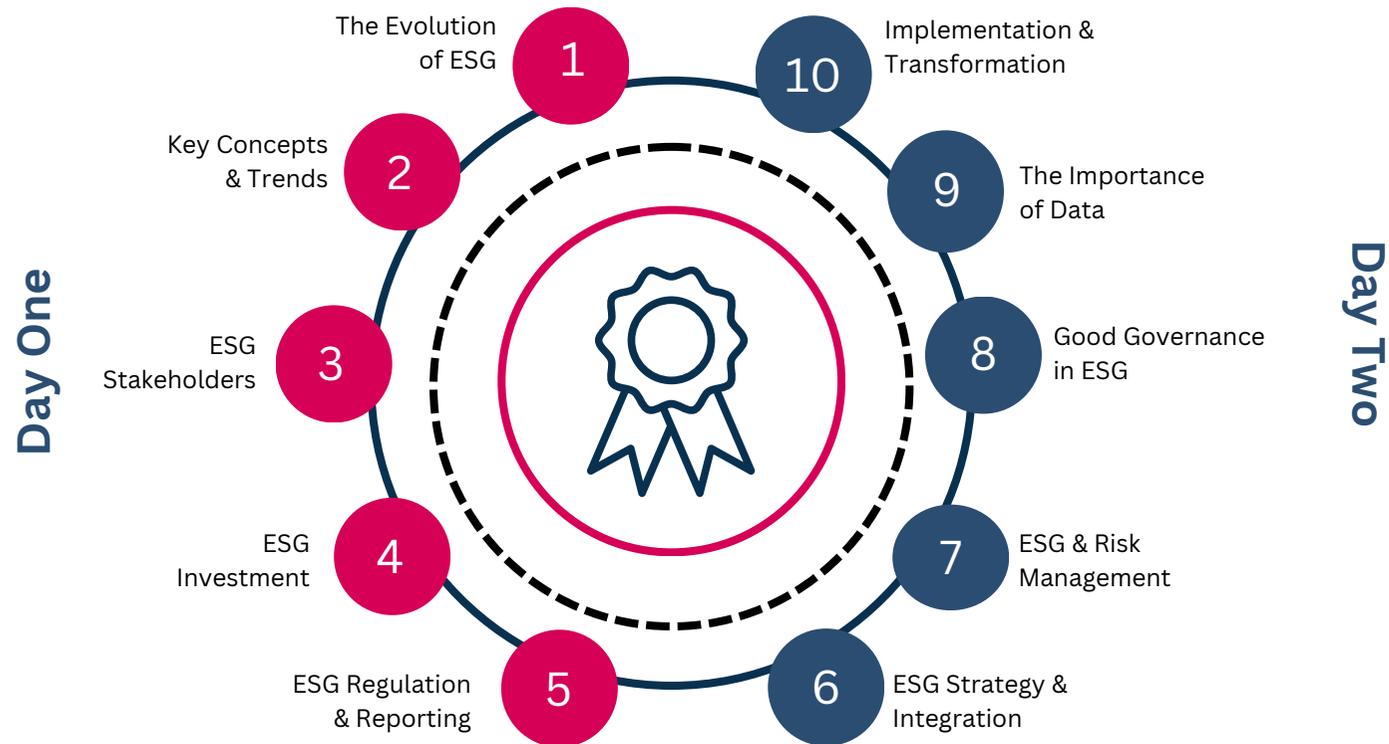
# ESG & SUSTAINABILITY



# ESG & Sustainability

The Environmental, Social & Governance Programme has been carefully designed for managers, ESG/Sustainability leads, compliance & risk professionals, and those wanting to learn more about ESG concepts and practices. We also have an extensive catalogue of e-learning modules to complement this programme - please contact us for more details.

## 2-day Programme



## Delivery Options

- Option 1: 2 x full day virtual sessions
- Option 2: 2 x full day in-person workshops



# CONTACT DETAILS

## Talk to us

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We would love to discuss your specific requirements and work with you to create your perfect training programmes. Please feel free to visit our website for full course outlines for every course listed and to see our full range of services.

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+44 117 9594135



[heretohelp@zing365.co.uk](mailto:heretohelp@zing365.co.uk)



[www.zing365.co.uk](http://www.zing365.co.uk)



1st Floor, Redcliffe Quay, Bristol, BS1 6HU

