

# Live Learning Schedule 2024 Webinars

Webinar - 1 hour

| Date     | Time    | Subject   |
|----------|---------|---|
| 09th Jan | 12.30pm | The Insurance Cycle: Managing the hard market <b>NEW</b>        |
| 10th Jan | 09:30am | Intro to Professional Indemnity                                 |
| 16th Jan | 12:30pm | ESG - Emerging Risks <b>ESG</b>                                 |
| 18th Jan | 12:30pm | Managing Menopause in the Workplace <b>NEW</b>                  |
| 23rd Jan | 12:30pm | Essentials of Motor Trade Insurance                             |
| 25th Jan | 12:30pm | Intro to Engineering Insurance                                  |
| 30th Jan | 12:30pm | Assessing Customer Needs  |
| 31st Jan | 09:30am | Smart Growth: Setting Personal Goals <b>NEW</b>                 |
| 06th Feb | 09:30am | Introduction to Liability                                       |
| 09th Feb | 12:30pm | Personal effectiveness and time management                      |
| 13th Feb | 12:30pm | Navigating net-zero <b>NEW</b> <b>ESG</b>                       |
| 14th Feb | 09:30am | Intro to Business Interruption                                  |
| 20th Feb | 09:30am | Environmental Risk Management <b>ESG</b>                        |
| 23rd Feb | 12:30pm | Introduction to Claims Handling                                 |
| 27th Feb | 12:30pm | Anti Bribery and Corruption <b>NEW</b>                          |
| 01st Mar | 09:30am | Setting Sail in Marine Cargo: Navigating the Basics             |
| 04th Mar | 09:30am | Lloyd's and the London Market (NEW) <b>NEW</b>                  |
| 06th Mar | 12:30pm | ESG and Insurance - The Challenges and Opportunities <b>ESG</b> |
| 11th Mar | 09:30am | Presentation Skills   |
| 12th Mar | 09:30am | Understanding Motor Fleet Insurance                             |
| 18th Mar | 12:30pm | Unlocking the small print of insurance policies <b>NEW</b>      |
| 22nd Mar | 09:30am | Enhancing your Coaching and Mentoring Skills <b>NEW</b>         |
| 25th Mar | 09:30am | Introduction to Contractors All Risks                           |
| 28th Mar | 12:30pm | The Fundamentals of Parametric Insurance <b>HOT TOPIC</b>       |

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| 04th Apr | 09:30am | Consultative Selling: Elevating Broker Strategies <b>NEW</b>   |
| 09th Apr | 12:30pm | Understanding Data Protection <b>NEW</b>   |
| 10th Apr | 09:30am | Reinsurance  |
| 15th Apr | 09:30am | Negotiating Skills   |
| 16th Apr | 09:30am | The Insurance Marketplace  |
| 17th Apr | 12:30pm | Cultivating Compliance Confidence <b>NEW</b>   |
| 22nd Apr | 12:30pm | What are Insurers doing about the climate crisis?  <b>NEW</b> |
| 26th Apr | 09:30am | Introduction to Directors & Officers Insurance   |
| 29th Apr | 12:30pm | Code of Conduct  |
| 30th Apr | 09:30am | Products Liability Insurance   |
|          |         |  |
| 07th May | 12:30pm | Fraud & Fraudulent Claims  |
| 10th May | 09:30am | Farm Insurance Essentials  |
| 14th May | 12:30pm | High Net-Worth Insurance                                     |
| 16th May | 12:30pm | How to recognise and manage unconscious bias <b>NEW</b>  |
| 20th May | 09:30am | Decoding Company Accounts: Statements <b>NEW</b>   |
| 21st May | 09:30am | Intermediate BI <b>NEW</b>   |
| 28th May | 12:30pm | Dealing with vulnerable clients: Ethical Practices <b>NEW</b>  |
| 30th May | 12:30pm | Navigating Money Laundering in 2024 <b>NEW</b>   |
|          |         |  |
| 04th Jun | 12:30pm | SM&CR - Staff Conduct Rules  |
| 07th Jun | 09:30am | Handling Price Objections  |
| 11th Jun | 09:30am | Introducing Liability  |
| 13th Jun | 09:30am | Influencing & Stakeholder Management   |
| 17th Jun | 12:30pm | Neurodiversity in the workplace <b>NEW</b>   |
| 21st Jun | 09:30am | Constructing Commercial Combined Insurance   |
| 25th Jun | 12:30pm | Introduction to Engineering Insurance  |
| 26th Jun | 09:30am | Cyber Insurance: The Challenges of Cyber   |

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|----------|---------|--|
| 02nd Jul | 09:30am | Leading through change <b>NEW</b>                                  |
| 04th Jul | 09:30am | Building Resilience  |
| 08th Jul | 09:30am | Anti-Bribery and Corruption  |
| 12th Jul | 12:30pm | Insuring Unrest <b>HOT TOPIC</b>                                   |
| 16th Jul | 12:30pm | Risk Management and Insurance: An introduction                     |
| 19th Jul | 09:30am | Property and Landlords Insurance                                   |
| 24th Jul | 12:30pm | An overview of conflicts of interest                               |
| 25th Jul | 09:30am | Communication preferences (insights intro)                         |
| 30th Jul | 09:30am | Navigating Emotions for Success                                    |
| 31st Jul | 12:30pm | Consumer Duty - A Year On <b>NEW</b>                               |
| 05th Aug | 12:30pm | Mental Health in Insurance <b>NEW</b> <b>HOT TOPIC</b>             |
| 08th Aug | 09:30am | Risk Management Fundamentals                                       |
| 12th Aug | 09:30am | Insurance Principles <b>NEW</b>                                    |
| 16th Aug | 09:30am | Cultivating Diversity & Inclusion in the workplace <b>NEW</b>      |
| 19th Aug | 09:30am | Customer Service and Delivering for your Customers                 |
| 21st Aug | 12:30pm | Managing Stress in Sales <b>NEW</b>                                |
| 28th Aug | 09:30am | The Role of an Underwriter <b>NEW</b>                              |
| 29th Aug | 12:30pm | Identifying and Assessing Financial Competency <b>NEW</b>          |
| 03rd Sep | 12:30pm | Climate Change - Why we need to act now! <b>NEW</b> <b>ESG</b>     |
| 04th Sep | 09:30am | Customer Call Handling   |
| 10th Sep | 09:30am | Why Choose CII Exams: Unlocking Professional Excellence <b>NEW</b> |
| 12th Sep | 12:30am | Embracing AI With Compliance In Mind <b>HOT TOPIC</b>              |
| 16th Sep | 12:30am | Understanding the legal landscape <b>NEW</b>                       |
| 19th Sep | 12.30pm | Introduction to Business Interruption                              |
| 25th Sep | 09:30am | A Guide to Real Estate Insurance <b>NEW</b>                        |
| 27th Sep | 12:30pm | Regulatory considerations for remote and hybrid working            |
| 30th Sep | 09:30am | Introduction to Claims Handling                                    |

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| 02nd Oct | 12:30pm | Introduction to Liability   |
| 03rd Oct | 12:30pm | Sexual Harassment in the Workplace  <b>HOT TOPIC</b> |
| 09th Oct | 12:30pm | Vulnerable Clients: Ethical Practices in Insurance <b>NEW</b>   |
| 11th Oct | 09:30am | Understanding the PI Market (Intermediate) <b>NEW</b>   |
| 14th Oct | 09:30am | The Insurance Marketplace   |
| 17th Oct | 12:30pm | Unconscious bias in the workplace   |
| 21st Oct | 09:30am | Holding Virtual Dynamic Meetings  |
| 22nd Oct | 09:30am | Goods in Transit  |
| 29th Oct | 12:30pm | ESG and the FCA  <b>ESG</b>                          |
| 30th Oct | 12:30pm | Communication and Assertiveness   |
| 04th Nov | 12:30pm | Employers' Liability  |
| 07th Nov | 09:30am | Presenting with Confidence  |
| 12th Nov | 09:30am | Fine Art & Specie Insurance  <b>HOT TOPIC</b>       |
| 14th Nov | 12:30pm | Data Security   |
| 19th Nov | 09:30am | Unboxing Packaged Products <b>NEW</b>   |
| 21st Nov | 12:30pm | Mental Wellness - Understanding Mental Health   |
| 25th Nov | 12:30pm | Demystifying UK GDPR Compliance in Insurance <b>NEW</b>   |
| 27th Nov | 09:30am | Personal Effectiveness and Time Management  |
| 03rd Dec | 12:30pm | Complaint Handling in a Regulated Landscape <b>NEW</b>  |
| 06th Dec | 09:30am | Lloyd's and the London Market <b>NEW</b>  |
| 10th Dec | 09:30am | (World Human Rights Day) Human Rights in Business   |
| 11th Dec | 12:30pm | Introduction to Directors & Officers  |