

The Premium Masterclass Series

Belfast
Insurance Institute



Seven CPD Events for the Insurance Industry



JJ Lynch

*Self Leadership –
The Obama Way*



Neil Cahill

*Fraudulent Claims/
Exaggerated Claims*



Angela McGowan

*The Economy
& its Impact*



Charles Davis

*Prospects for the
UK economy in the
Coalition Era*



Ian Jeffers

*Communication
& Teamwork*



Paul McCann

*Flood Issues
in NI*



Michael McIntyre

*Retaining
Customers &
Cross-Selling*



William Mercer

*Liability Claims
Investigation*



Alan Elwood

*Business Resilience
& Crisis Leadership*



Richard Potts

*The Role of the
Motor Insurance
Bureau*



Bryan Dunlop

*The Traits of
High Performers*



Peter Bristow

*Effective
Complaints
Handling*



Kevin Kelly

*Strategies for
Success*



Paddy Connolly

*Recent
Developments in
Civil Litigation*

Professional *(top up your technical knowledge and industry awareness)*
Personal *(enhance the 'soft' and 'business' skills crucial to success)*
Performance *(be inspired to improve and grow)*
Profit *(strengthen your firm and your bottom line)*
Positivity *(grow your network and be proud of your industry)*

MEMBER'S SEASON TICKET DISCOUNT

BII members can reserve their place at all 7 events by purchasing a season ticket online for the discounted price of **£60+VAT!**

Book now at www.podiem.com/bii.aspx
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NON-MEMBERS & NON-SEASON TICKET HOLDERS

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SERIES PARTNERS:



The Premium Masterclass Series

Tuesday 28 September 09.30–12.30 (includes lunch) **Holiday Inn, Ormeau Ave, Belfast**



JJ Lynch *Self Leadership – The Obama Way*

JJ Lynch is MD of Leading Edge Leadership and regularly delivers keynote addresses to organisations across the UK & Ireland. Self-leadership is key to success at both individual and company level and this talk will inspire and inform regardless of role or level. JJ's talk will unravel the fundamentals of self-leadership, using the US President as an example.



Neil Cahill *Fraudulent Claims / Exaggerated Claims*

Neil is a director in Tughans and has extensive experience in Civil Litigation, acting for major Insurers in the defence of Employers Liability, Public Liability and Motor claims. His talk will provide an insight into the key indicators of a fraudulent claim and what tools are at the Insurer's disposal to defend these claims.

Thursday 21 October 09.30–12.30 (includes lunch) **Holiday Inn, Ormeau Ave, Belfast**



Angela McGowan *The Economy & its Impact*

As Chief Economist with Northern Bank, Angela provides analysis and commentary on Northern Irish, UK and global economic trends. She will offer her thoughts on the current economic situation and its impact on the local insurance industry.



Charles Davis *Prospects for the UK economy in the Coalition Era*

Charles is a Managing Economist at the Centre for Economics and Business Research. He is an economic adviser to a wide range of UK private sector clients. Charles will discuss double dip recession, the main risks to the economic outlook, fiscal consolidation and which sectors and regions will emerge strongest from the recession and fiscal tightening?

Thursday 18 November 08.30–11.15 (includes breakfast) **Holiday Inn, Ormeau Ave, Belfast**



Ian Jeffers *Communication & Teamwork*

Ian Jeffers is Director of Princes Trust NI and will share his experiences as a business leader and sailor (in the Clipper Around the World Yacht Race). He will also discuss what it takes to be an excellent team player and a great communicator – two key attributes if you are to succeed in the world's most inhospitable ocean environments and in the insurance industry!



Paul McCann & Billy Alister *Flood Issues in NI*

Paul McCann is Risk Manager at Allianz and represents the ABI on the EU Floods Directive NI Stakeholder Group. He will present an 'Insurers View of Flood Issues in NI'. Billy Alister is Risk Control Surveyor with Allianz and has 40 years experience at the highest levels in Risk Management and Survey work with both Broking and Insurance Organisations. He will discuss Allianz's recent experience in investigating and dealing with Flood Issues.

Thursday 20 January 08.30–11.15 (includes breakfast) **Holiday Inn, Ormeau Ave, Belfast**



Michael McIntyre *Retaining Customers & Cross-Selling*

Michael is Principal Consultant at Envision. His talk will focus on how local insurance firms and practitioners at all levels can improve revenues through 'Cross & Up Selling' and what it takes to effectively retain customers.



William Mercer *Liability Claims Investigation*

William has 30 years' experience across all disciplines of insurance claims. He is currently Business Unit Leader of RSA's in-house Loss Adjusting team. William will present on the importance of investigation and best practice to the handling of liability claims.

Thursday 17 February 09.30–12.30 (includes lunch) **Holiday Inn, Ormeau Ave, Belfast**



Alan Elwood & Rupert Johnston *Business Resilience & Crisis Leadership*

Alan Elwood (Emergency Planning Solutions) and Rupert Johnston (Goldblatt McGuigan) work with individuals and organisations to ensure they have the ability to 'resist being affected by an incident'. They will share the key elements of business resilience and crisis leadership – abilities that are crucial to insurance firms and their clients.



Richard Potts *The Role of the Motor Insurance Bureau*

Richard is Account Manager with the MIB. Within his talk he will provide information on Uninsured Drivers, MID and Continuous Enforcement Insurance, and new areas under MIB control such as the Insurance Fraud Bureau and the Employers Liability Tracing Office.

Thursday 10 March 13.00–15.45 (includes lunch) **Holiday Inn, Ormeau Ave, Belfast**



Bryan Dunlop *The Traits of High Performers*

A former Gurkha soldier and international sportsman, Brian now works with individuals and FTSE 100 companies to help them deliver better results regardless of their challenges. Bryan will discuss the traits of top performers and stress the importance of attitude as well as aptitude.



Peter Bristow *Effective Complaints Handling*

Originally a law graduate and retail banker, Peter is now Relationship Manager at the Financial Ombudsman Service. There is no doubt that a well-handled complaint can both save a client relationship and save you money – attend this event and let the ombudsman tell you how!

Thursday 19 May 08.30–11.15 (includes breakfast) **Holiday Inn, Ormeau Ave, Belfast**



Kevin Kelly & Bill Manson *Strategies for Success*

Kevin Kelly & Bill Manson are co-founders of Podiem, which creates success strategies for local firms & individuals. Their talk will focus on outstanding performance in terms of People, Product & Market. Their lessons and stories have relevance for both individuals and firms.



Paddy Connolly *Recent Developments in Civil Litigation*

A director in Tughans, Paddy has significant experience in defending civil litigation and H&S prosecutions, in particular handling recovery actions on behalf of insurers. His talk will provide an update on recent changes in the Court system and procedure, together with an update on recent case law of relevance to Insurers.

Masterclass *Dates*

2010 **Tuesday 28 September**
Thursday 21 October
Thursday 18 November

2011 **Thursday 20 January**
Thursday 17 February
Thursday 10 March
Thursday 19 May

Masterclass *Formats*

Start with Breakfast

08.30 Registration, Breakfast
Exhibition & Networking
09.00 Welcome – President of BII
09.05 Partner Address
09.10 Keynote Speaker 1
09.50 Q&A with Keynote Speaker 1
10.00 Coffee Break
10.20 Keynote Speaker 2
11.00 Q&A with Keynote Speaker 2
11.10 Closing Remarks
11.15 Close

Finish with Lunch

09.30 Registration
09.40 Welcome – President of BII
09.45 Partner Address
09.50 Keynote Speaker 1
10.30 Q&A with Keynote Speaker 1
10.40 Coffee Break
11.00 Keynote Speaker 2
11.40 Q&A with Keynote Speaker 2
11.50 Closing Remarks
11.55 Lunch
12.30 Close

Start with Lunch

13.00 Registration, Lunch
Exhibition & Networking
13.30 Welcome – President of BII
13.35 Partner Address
13.40 Keynote Speaker 1
14.20 Q&A with Keynote Speaker 1
14.30 Coffee Break
14.50 Keynote Speaker 2
15.30 Q&A with Keynote Speaker 2
15.40 Closing Remarks
15.45 Close

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- Each event will attract 15 CPD credits
- A Season ticket (and full attendance) is a cost-effective way of ensuring you meet CPD requirements
- Breakfast or lunch and networking is included at each event

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