

The Premium Masterclass Series

Belfast
Insurance Institute



Six CPD Events for the Insurance Industry in 2015-16



Peter McNaney CBE
Clarity of Purpose



Melissa Kidd
Building Client Relationships



Prof Neil Gibson
Our Economy: Your Response



John Armstrong
Business Cardiac Arrest



Andy Currie
High Stakes Conversations



Bryan Dunlop
Presentations That Deliver



Graham Hawkins
Environmental Liability



David Gallagher
Cyber & Data



Sean McGahan
Litigants in Person



Danny Pointon
Current Issues in Technical Claims



Neil Cahill
The Insurance Act



Craig Watson
Financial Crime

Professional (*top up your technical knowledge and industry awareness*)
Personal (*enhance the 'soft' and 'business' skills crucial to your 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*)

- Each event will attract 2.5 Structured CPD Hours – printed CPD certificates will be made available to attendees at the event
- A Season Ticket is a cost-effective way of helping you achieve 15 of the required 21 Structured CPD Hours
- Breakfast and networking is included at each event
- A Season Ticket costs £70+VAT. Tickets for individual events are priced at £20+VAT
- Book your season ticket now at www.podiem.com/bii

Series Partners:

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DAS FIRST FOR JUSTICE

The Premium Masterclass Series

Thursday 17th September 2015, 08:30 - 11:00 (includes breakfast) Clayton Hotel, Ormeau Ave, Belfast



Peter McNaney CBE *Clarity of Purpose and Managing Complexity*

Peter was Chief Executive of Belfast City Council until June 2014. During his 14 years as CX he led a number of major change initiatives, resulting in the development of a £278 million City Investment Programme. He acted as Chair of Belfast Metropolitan College and is currently Chair of the Campus Regeneration Forum for the new Ulster University redevelopment at York Street. In March 2014 he was appointed Chair of the Belfast Health and Social Care Trust. Drawing on career experiences, Peter will speak on 'Clarity of Purpose' and the importance of recognising complexity/paradox and effectively managing it. He may also offer some public sector perspectives on insurance!



Graham Hawkins *Claims: Environmental Liability – Mind the Gap!*

Graham is Head of Environmental Solutions at Cunningham Lindsey and regularly deals with high value and complex claims for environmental damage presented under material damage, public liability and environmental liability policies. Graham has worked in insurance since 1988, dealing initially with property claims and has specialised in liability claims since 1995. Within this presentation Graham, together with his colleague Stephen McCune, will outline how the European Environmental Liability Directive is applied across member states, whether compulsory insurance is a possibility and also review some adapted real life scenarios following the IUA publication seeking to highlight the gaps in cover for environmental exposures.

Thursday 15th October 2015, 08:30 - 11:00 (includes breakfast) Clayton Hotel, Ormeau Ave, Belfast



Melissa Kidd *Building Client Relationships*

Creating a positively memorable experience for clients is crucial, yet one approach will not be effective with all clients owing to our different personalities. Understanding how to tailor the approach can make a huge difference to their experience so that clients look forward to their interactions, speak positively of the company to others and don't think about going elsewhere. Within her presentation, Melissa will identify the 7 things that all clients want, explain how to recognise the 4 typical personality styles, suggest how to adapt the approach to building rapport and discuss 'words that work'. Melissa has a wealth of experience in the financial services sector and also worked for large corporations such as Coca Cola and Royal Mail.



David Gallagher *Cyber & Data*

David is Head of Technology, Media and Telecoms for Hiscox Ireland and is responsible for the growth and development of these lines of business. David Joined Hiscox in January 2013 and specialises in Technology PI and Cyber & Data with 10 years experience in the Insurance Industry. Previously David was responsible for the growth of Professional Indemnity business in AIG Ireland for four and a half years and Dual Ireland for 3 years. David will be joined by Matthew Webb from Hiscox UK to share the 'need to know' developments in the ever-shifting world of Cyber & Data in insurance.

Thursday 19th November 2015, 08:30 - 11:00 (includes breakfast) Clayton Hotel, Ormeau Ave, Belfast



Professor Neil Gibson *Our Economy: Your Response*

A frequent media commentator and speaker on the international conference stage, Neil is Director of the Ulster University Economic Policy Centre (UUEPC) based at the Ulster Business School. Prior to that he was a Director in Oxford Economics for 10 years, during which time he led consultancy projects for many of the world's largest companies and also undertook significant public sector research projects. A truly engaging orator, Neil will outline the economic shifts that we need to know about and share his thoughts on how we might respond.



Sean McGahan *"Taking it Personally" the Rise of Litigants in Person*

Sean is a Partner at McKinty and Wright Solicitors and is current Chair of the NI Regional Group of the Institute of Risk Management. Winner of the Eclipse/Proclaim Defendant Personal Injury Lawyer of the Year Award 2014, Sean has over 21 years' litigation experience representing clients ranging from public sector bodies and top UK insurers to multi-national self-insured businesses. He also leads McKinty and Wright's team of Litigation Specialists, which was voted the Eclipse/Proclaim Defendant Personal Injury Team of the Year 2014. Sean and colleagues will discuss the rise of Litigants in Person in Civil Litigation and the change in approach required to meet the challenges faced by the insurance profession, their clients and legal practitioners as a result.

Thursday 14th January 2016, 08:30 - 11:00 (includes breakfast) Clayton Hotel, Ormeau Ave, Belfast



John Armstrong *Business Cardiac Arrest*

John is Managing Director of Armstrong Medical, a leading manufacturer of disposable respiratory products for anaesthesia and critical care application. The company currently employs 115 staff and markets to over 70 distributors in 50 countries. During his 30 year journey with the company, John has had to face many challenges and transformations, including the total destruction of his premises through fire, an event which John describes as a "Cardiac Arrest". John will tell the inside story of this potentially catastrophic event, including his own lessons on insurance and business recovery.



Danny Pointon *Current Issues in Technical Claims*

Exploding washing machines, self-heating paints, electrical fuse boxes which catch fire...should you be worried? Back by popular demand, Danny's talk will leave you looking around your own home and workplace with a new perspective on what can and does go wrong and how bad the aftermath can be! He will cover the current 'big issues' in technical claims and fraud, with examples of claims arising from fire, explosion, engineering failures and water leaks. A Partner at Burgoyne's, Danny has travelled the globe investigating incidents on both land and sea. He has lectured on fire investigation techniques to various Police Forces and Fire Brigades within the UK and further afield.

Thursday 11th February 2016, 08:30 - 11:00 (includes breakfast) Clayton Hotel, Ormeau Ave, Belfast



Andy Currie *Talk Tactics: How to Succeed in High Stakes Conversations*

This talk is not about 'talk'n proper' – it's about building your intuitions to talk more skilfully to get the job done. Just about everything you need to get done at work involves talking skilfully. Whether you're selling a service, resolving conflict, managing high expectations, influencing stakeholders or negotiating a position, talking is the central tool. Andy Currie will share tips and tools to succeed in high stakes conversations and the language skill of top performers. Andy is MD of Think Distinct and has worked with hundreds of senior managers to improve their ability to make decisions, think more strategically, communicate and create engaging teams.



Neil Cahill *The Insurance Act: A Practical Guide*

The Insurance Act has been described by the government as "the biggest reform to insurance contract law in more than a century". Neil Cahill (a Partner in Tughans) and colleague Laura McKee will set out the changes and the effect the Act will have on the industry. Neil's workload consists mainly of defence civil litigation in relation to road traffic accidents, public and employers' liability claims. He frequently represents clients in the County Court, High Court, Magistrates Courts and at Appeal Tribunals.

Thursday 10th March 2016, 08:30 - 11:00 (includes breakfast) Clayton Hotel, Ormeau Ave, Belfast



Bryan Dunlop *Presentations That Deliver*

Author of 'Leadership Without Rules' and renowned international speaker, Bryan Dunlop has worked with household names such as Microsoft, RBS and Kellogg's as well as SMEs, one person businesses and international sportsmen. He recently founded The Square Route™, a strategic business formulae for growing income and time. Prior to his commercial career, Bryan was a Gurkha soldier and a member of the Irish rowing team! Drawing on his experiences and extensive recent research in this area, Bryan will share his thoughts on how to speak to an audience with confidence.



Craig Watson *Financial Crime*

Based in Glasgow, Craig has spent 27 years in the world of insurance, having started his career in General Accident before moving into the Financial Risks arena when he joined Chubb in 1997. He continued this specialism with Brit before joining RSA in 2012 as Lead Financial Risks Underwriter UK. His talk on 'Crime, Virtual Fraud, or Plain Old Theft' will highlight examples of recent losses and provide an overview on what you should expect to see covered by a Crime Policy. In particular, he will look at crime scenarios caused by employees, third parties and via digital channels. Attendees will gain an understanding of ways to manage fraud via detection, prevention and probability.

The Premium Masterclass Series

Masterclass *Dates*

2015 Thursday 17th September
Thursday 15th October
Thursday 19th November

2016 Thursday 14th January
Thursday 11th February
Thursday 10th March

Masterclass *Format*

- 08.30** Registration, Breakfast, Exhibition and Networking
- 09.00** Welcome – President of BII
- 09.05** Partner Address
- 09.10** Keynote Speaker 1
- 09.40** Q&A with Keynote Speaker 1
- 09.50** Coffee Break
- 10.10** Keynote Speaker 2
- 10.40** Q&A with Keynote Speaker 2
- 10.50** Closing Remarks
- 11.00** Close

CPD and Ticket Details

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- Tickets for individual events and non-members are priced at £20+VAT (£24 inc VAT). Email info@podiem.com to enquire about availability at each event
- Season Tickets may be transferred a maximum of two times and only to BII members within the same company
- Season Tickets must be allocated to a named individual. In the event of a move the season ticket remains the property of the purchaser.

MEMBERS SEASON TICKET DISCOUNT

BII members can reserve their place at all 6 events by purchasing a discounted Season Ticket online for the great price of **£70+VAT!**

Book now at www.podiem.com/bii or for more information email info@podiem.com

NON-MEMBERS

Non-members & non-season ticket holders can pay **£20+VAT (£24 inc VAT)** at the door providing there is availability at that event.

Email info@podiem.com stating 'BII' to enquire about availability at individual events.

Series Partners:

