



The Insurance
Institute of
Manchester

Chartered Insurance Institute

InTouch

Your guide to
local career
development
and support

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 Insurance Institute
of Manchester

 The Insurance Institute
of Manchester



Welcome

Part of the Chartered Insurance Institute (CII), the Insurance Institute of Manchester provides a range of services and support for CII and Personal Finance Society members in the local area.

We are a dedicated group of industry professionals, who volunteer our time to support members locally. We provide CPD events, training, networking opportunities and social gatherings on a regular basis. All developed to ensure you can increase your visibility across the local insurance community and beyond.

Developing local talent

The insurance industry of Manchester continues to be a leading light in the local market.

There have been many highlights over the past few months, with the Style in the City fashion show, the Cyber Masterclass, the Dive In Festival and the inaugural Games League coming to an exciting conclusion, being among them, which have really driven benefit and provided expertise to our members in the local market.

We have an excellent calendar of events coming up, with The New Class starting once again for 2018, which continues to be a success for the institute and its young members, with alumni starting to be accepted to the national CII New Generation programme. The CPD programme for 2018 is already in place, ready for you to attend, with interesting and useful subjects being rolled out over the next 12 months. We should also see our first batch of Fast Track ACII students graduate, and add to the swelling talent pool of Chartered members in the Manchester area. A great success.

However, the thing that has given me, personally, a great deal of satisfaction is to see our own CII Regional Membership Manager, Sandra McDonald, leave to take a national role within the CII. Sandra has dedicated over four years to the local institutes, and is leaving them in a great shape. I'm sure that she will continue to be a success in everything that she chooses to do.

Suchit Desai takes over the Presidency in April 2018, and I'd like to wish him the best of luck in this, I am sure he will be a superb President.

It just leaves me to say thank you for this opportunity as President and we look forward to seeing you all at the AGM in April.

Stephen Bridge ACII
President



95
EVENTS IN 2017

5,099
MEMBERS

1,724
FINANCIAL
SERVICES
MEMBERS

Cover photography by Peter Taylor, submitted as part of the IIM December 2012 photograph competition.

Games tournament winners

2017 saw our first ever games tournament with teams from the profession battling their way through four rounds of different games.

Table Top Tournament

The first event witnessed a number of teams competing against each other to test their mental agility with a range of games such as Jenga and Connect4. The evening included free pie, mash and a pint for all team members at Pie & Ale.

Ping Pongathon

At the second event teams tackled an exhausting ping pongathon at Twenty Twenty Two in the Northern Quarter.

Pool Pandemonium

The third event, a pool competition at Blackdog Ballroom, brought us closer to find out who was set to win.

Let's Play Darts

Final part of the competition at the Vine darts were thrown. HSB Engineering played fantastically and were crowned the winners picking up the much coveted Games Trophy!



The New Class – Successful candidates

Congratulations to our new candidates on The New Class!

The institute is running the The New Class programme for the third year to help members develop key soft skills such as project management, communication, report writing and team work. The below candidates will be attending six workshops over the next 12 months, commencing in January 2018.

Abbeyle Downing - RSA Insurance

Corrine Christou - Western Provident Association

Ekaterina Nechay-Frith - Co-op

Emma Parkinson - Chubb European Group

Eram Akram - Co-op

Hannah Norman - Cunningham Lindsey

Heather Lewis - RSA Insurance

Jennifer Burrows - Barbican Insurance

Jordan Wicks - NFU Mutual

Josh Pacitto - Marsh & McLennan Companies

Matthew Smith - Chubb European Group

Matthew Tattler - Bollington Insurance Brokers

Rebecca Bramall - Kellands (Hale) Ltd

Zoe Walker - Zurich



Doing the Right Thing

Matthew Connell, Director of Policy & Public Affairs at the CII, explores interpreting ethics into everyday work...

Ethics can be a very off-putting word, but it simply means doing things according to a belief about what is morally right or wrong.

All of us behave ethically almost of the time, not because of anything we have read, or because we want to be better than anyone else, but because in practical terms it is impossible to achieve anything unless the people around us know where we are coming from.

Unless people know the boundaries of our behaviour – what we would be prepared to do and what we could never bring ourselves to do, they can never trust us, and a relationship without trust simply turns into fear and avoidance.

The only kinds of relationship that can exist without some kind of basic level of trust are ones like slavery, which are based on violence and abuse, and even criminals can't function according to these kinds of relationships alone, which is why we sometimes say there is honour even amongst thieves.

The kind of moral rules we follow to build trust are also rarely written down, they are based on behaviour that we learn is normal

in a particular setting. We grow up learning that what is right in a family environment is loyalty, especially to people who we have known for a long time, so much so that when we want to emphasise how much we trust someone we might say 'she is like a sister to me', or 'he is like a father to me'.

Moral courage...

MAKES SOMEONE A TRUE
PROFESSIONAL

As we encounter other environments, we pick up different senses of right and wrong. In education, we learn that what is technically 'right' isn't about loyalty, it's about going through a rigorous process to get to a strong, well-argued answer. As citizens we vote, and that develops our idea of right and wrong in terms of our responsibilities to society. As consumers, we learn to understand the value of goods and services that 'do what they say on the tin' with no sneaky charges.

In the course of a day, we play a huge range of different roles, living up to different expectations of right and

wrong - with family members, friends, colleagues, the person behind the till at the supermarket, clients at work and many others.

Our professional expertise

PUTS US IN A POWERFUL POSITION

The miracle is that we can play all these different parts, and follow all these different rules, and maintain trusting relationships with dozens, perhaps even hundreds of people. We don't get it right all the time, and sometimes there is a crisis of trust, but we manage to get by with most people having a good opinion of us and few relationships grind to a halt.

So if we all rub along, being seen by our peers as decent people, why should we bother with codes of ethics? What's different about being a professional?

I think the answer lies in the fact that our professional expertise puts us in a powerful position. It often gives us the freedom to choose which set of rules and expectations we live up to in any given situation, because the clients and colleagues we are dealing with often don't have enough knowledge to tell whether we were behaving in a trustworthy way until much further down the line.

For example, let's say we have promised a manager that we will meet a target for fee income. The target looks very difficult, but we know we can reach it by agreeing

a big fee with an elderly client with whom we have a good relationship. The only snag is that the fee cannot be justified by the amount of work we intend to do. In this situation, we could follow the rules of the market that say if the customer agrees to a fee then that's good enough. And we could make ourselves feel better by saying "I always keep a promise no matter what, and I've promised to hit my targets."

However, as a professional, we know we must act in the best interests of our client and charge a fee that reflects the work we are going to do. This is not only the most honest approach, but it is also the one that protects the most vulnerable person in the relationship.



Having that kind of moral courage and independence of thought, even when the path of least resistance leads in a very different direction, is what makes someone a true professional. Most of the time behaving in a professional way puts us in a good place, where people trust and respect us.

Occasionally, it leaves us in a more isolated position, where influential people want and even expect us to follow a different set of expectations. These are the times when we can take most strength from being part of a professional community.

Unless people know the boundaries of our behaviour...

THEY CAN NEVER TRUST US

Annual Dinner

Thank you to our members and supporters who attended this year's Annual Dinner on the 10th November 2017. The evening was hosted by the Insurance Institute of Manchester President Stephen Bridge with entertainment provided by comedian Lucy Porter and Motown singer Gary Jenkins. A great night enjoyed by all!

Charity money was raised in aid of CALM at a total of £4916.60! Thank you to all who attended and the amazing generosity.

Many thanks to our main sponsors at Zurich, along with guest sponsors QBE, Kempster Bowers, BTO Solicitors, Criterion and Swiss Re.



Save the Date

Style in the City, Friday 22nd June 2018

The most talked about fashion show in Manchester is back. Following the success of this year's Style in The City event we are pleased to announce we will be hosting our 8th season in 2018 at the Midland Hotel.

The 2017 show was a glamorous afternoon with a classic mix of entertainment, lunch and fashion celebrating the roaring twenties. The decadent Great Gatsby themed surroundings were hosted by the fabulous singer Ooh that Girl and ended in style with the Black Sheikhs playing all the modern hits with a twist. Guests raised an amazing amount of £2649.40 for the President's chosen charity, CALM.

The highlight of the event was the local insurance professionals taking to the stage to model a scene themselves. A big thank you to Samantha Wright, Weightmans, Nigel Lata-Burston, HSB Engineering Insurance Ltd, Emily Woolley, AON, Suchit Desai, Allianz, Beth McNeil, RSA and Phil Roe, Zurich.

Guests from the Manchester insurance and financial services profession and associated businesses attending the 2018 event will be reunited with familiar faces at one of our most anticipated annual events - giving them the opportunity to network with colleagues and peers. Want to know the theme? Shhhhh - it's a secret!



SAVE THE DATE

Young Members Ball

**Friday 7th
September 2018**

We will be hosting the Young Members Ball on Friday 7th September 2018 at the National Football Museum. An event for young industry professionals to enjoy themselves with an evening of entertainment, networking and fine dining.

Forthcoming Events

| Date/Time | Event | Speaker | Venue |
|--------------------------|-------------------------------------------------------------|----------------------------------|-----------------------|
| Wed 24th Jan 12:00pm | CPD Lecture: The Changing Culture of Blame | Michael Wood, Griffiths & Armour | Friends Meeting House |
| Wed 7th Feb 12:15pm | MLS Lecture: Suspicious Claims – spotting them and managing | Chris Gough, Mills & Reeve | Friends Meeting House |
| Wed 21st Feb | IDD & the Future of Commercial Insurance Broking | TBA | Friends Meeting House |
| Wed 7th Mar 12:15pm | MLS Lecture: Psychiatric damage and other mental illnesses | Jason Bleasdale, Clyde & Co | Friends Meeting House |
| Wed 21st Mar 12:00pm | EU's General Data Protection Regulation (GDPR) | TBA | Friends Meeting House |
| Thu 29th Mar 5:00pm | Quarter End Do | N/A | Browns |
| Thu 26th April 4:00pm | Lecture plus AGM | Please see website for details | Manchester Hall |
| Fri 22nd June | Save the date! Style in the City | Please see website for details | The Midland Hotel |

Further details and bookings for events can be found at:

www.cii.co.uk/manchester

Thanks to our 2017
CPD sponsor:



Thanks to our 2017
Style in the City sponsor:



Thanks to our 2017
Annual Dinner sponsor:



Did you get the email?

We intend to keep you informed of all our forthcoming events via email. It is timely, highly cost-effective and also helps to reduce our carbon footprint.

You can check and update your details online at www.cii.co.uk/MyCII or email customer.serv@cii.co.uk or call +44 (0)20 8989 8464 with your CII PIN.