



The Insurance
Institute of London
Chartered Insurance Institute

Continuing Professional Development Certificate

Diversity and resilience in crisis management

Date: Monday 20 May 2019

Time: 1.15pm - 2.00pm

Speaker: Nigel Basham, Global Head of Risk Advisory and Jo Holliday, Managing Director, Special Contingency Risks, Miller Insurance Services LLP

This lecture drew on Nigel and Jo's broad experience in the area and focused on how inclusion and diversity in a crisis response and management team can greatly improve risk management and critical outcomes.

By the end of this lecture, members would have gained an insight into:

- Cultural awareness in crisis management
- Balancing strong decision making and inclusivity
- What an effective and diverse management team looks like



This lecture or podcast can be included as part of your CPD requirement should you consider it relevant to your professional development needs. It is recommended that you keep any evidence of the CPD activity you have completed and upload copies to the recording tool as the CII may ask to see this if your record is selected for review.

CII CPD event accredited - demonstrates the quality of an event and that it meets CII member CPD scheme requirements.