



The Insurance
Institute of London
Chartered Insurance Institute

Continuing Professional Development Certificate

The Art of Disagreement

Date

Tuesday 16 June 2020

Time

1.00pm - 2.30pm

Speaker

Jeff Heasman, Founder & Managing Director, Insurance Upskill

In this IIL webinar, Jeff Heasman talked about disagreements. He explained how to change the way you view disagreements to better enable you to ensure a positive and productive outcome whenever they arise.

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

- Why and how disagreements arise
- The key skills that can be learnt to successfully manage disagreements
- Strategies to turn disagreements into positive outcomes for all involved



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

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.