



The Insurance
Institute of London
Chartered Insurance Institute

Continuing Professional Development Certificate

Crisis Management - Response, Recovery and Future Resilience

Date Thursday 23 July 2020

Time 1.00pm - 2.00pm

Speakers

Matthew Couchman, Managing Consultant, Marsh
Catherine Cyphus, Managing Consultant, Marsh
Holly Winter, Senior Consultant, Marsh

Learning outcomes

In this IIL YMC webinar, the panel explored what constitutes good crisis management, some of the challenges faced by organisations and why it is so important to invest in resilience:

By attending this webinar, members will have gained an insight into:

- How different organisations have responded to the current crisis and key lessons emerging
- How Covid-19 will shape future crisis response



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.