



The Insurance
Institute of London
Chartered Insurance Institute

The Insurance Institute of London

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Speakers

Sarah Byrom ACII, Underwriting Leader, London Market, RSA

Karen Fox, Leadership Talent Development Consultant, RSA





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Introduction to leadership skills

Learning objectives:

Understand what leadership entails and the various roles and activities that leaders perform day to day

Practical examples of situations you might come across as a leader with a view to inform on how you might deal with them

Tips and advice on how you might gain leadership experience and improve your skills





Agenda

- What is Leadership?
- Leadership in practice – Rewarding and challenging examples?
- What does a good Leader look like?
- Building leadership capability- current and for aspiring leaders
- Q & A

Our ask of you

- Minimise distractions
- Keep your line muted
- Get involved



Poll

Where are you now?

- New leader
- Experienced leader
- Aspiring leader





What is Leadership?



What is Leadership?

Performance management

Talent management

Employee relations

Enabling development

Managing BAU; e.g. a case allocation

Communications

Setting strategy* or translating strategy

Managing Workflow

*Setting financials and business plans



Leadership in practice

Leadership in practice?

Coaching

Career Conversations

Support and tools to
help

Regular check – ins

Achieving goals

Leadership in practice?

Performance and
Conduct

Evidence and
feedback

Support and tools to
help

Regular check – ins

Formal Performance
and Conduct
procedures



What does good
leadership look
like?



10 Leadership skills all leaders need

1. The ability to navigate complexity
2. The ability to handle ambiguity
3. The ability to influence and persuade
4. The ability to motivate self and others
5. Open-mindedness and curiosity
6. Respect for difference and inclusive
7. The ability to build and maintain quality relationships
8. The ability to problem solve
9. Tenacity and perseverance
10. Resilience- the ability to bounce back from failure or overcome problems



Building leadership capability





Current Leaders

On the job

- Seeking regular feedback from team members, peers and leaders
- Reflecting on your leadership style
- Seeking a mentor and being a mentor

Self-directed

- E-learning modules, books, podcasts, Ted talks, articles

Structured learning

- Workshops, leadership apprenticeships, leadership programmes, MOOCs e.g. coursera



Aspiring Leaders

On the job

- Leading team meeting, leading projects (work and, or extra curricular projects), mentoring/being mentored, deputising for your leader

Self-directed

- E-learning modules, books, podcasts, Ted talks, articles

Other learning opportunities

- Volunteering, trustee of a charity, school governor, leading a sports team



- Question to you...

What else can existing or aspiring leaders do?



Q&A





Wrap up





Summary

You can build leadership skills ahead of moving into your first leadership role

Leadership skills can always be further improved and developed once you are leading people

Effective leadership links to high engagement, retention, commitment and productivity

You are 'always on' as a leader, what you do or don't do will have a bigger impact than you will be aware of

The biggest reward of being a leader is seeing your team develop and feeling fulfilled in their roles

The biggest challenge of being a leader is learning to take a step back and realising your team also need to be in control of their own destiny

Questions for reflection

1. What is one thing will I explore off the back of today's session?
2. What is one action I will take off the back of attending today's session?



Q&A time

14.30
15
15.30
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17.30
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20.30
21
21.30
22



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Introduction to leadership skills

What we have covered:

Understand what leadership entails and the various roles and activities that leaders perform day to day

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Tips and advice on how you might gain leadership experience and improve your skills





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