



20 September 2018 Clayton Hotel, Belfast (8.15am-11am)

## Mock Insurance Trial – McKinty Wright

- 8.15am to 8.45am – Breakfast and Registration • 8.45am to 9.45am – Welcome, Introduction and Mock Trial Part 1
- 9.45am to 10am – Coffee/Tea • 10am to 11am – Mock Trial Part 2, Judgment and Q&A

This will be an interactive double-session, condensing the claims process, which normally takes years, into a single morning. Joined by esteemed colleagues from the Bar Library of Northern Ireland, it will be presented by members of the award-winning defendant litigation team at McKinty and Wright, ranked as one of the leading defendant firms in Northern Ireland by Chambers UK. The Masterclass will not involve a lecture on legal principles, which can very often feel divorced from the reality of claims management. Instead, it is designed to be challenging, educational and, last but not least, a bit of fun!



Catriona  
McCorry

Working with a variety of employers' liability, public liability and motor claims, Catriona specialises in asbestos related industrial disease legacy claims and professional indemnity including medical negligence claims. Catriona was instrumental in staging the mock trial Masterclass presented to the Institutes' Young Members in 2014 and is looking forward to replicating its success this year.



Roisin Harper

Roisin works on employers' liability and public liability claims for insurance clients, retailers and TPAs. Data protection is an essential element in the provision of legal services and Roisin is central to McKinty and Wright's expertise in this area. Having presented to the Institute on several occasions in recent years, Roisin is a big fan of the Premium Masterclass Series and delighted to be involved in this year's opening session.

18 October 2018 Clayton Hotel, Belfast (8.30am-11am)

## Mental Health Awareness in Business



Gary Kane

Gary is currently the Employer Development Co-Ordinator for Action Mental Health Works where he is in charge of creating bespoke training programmes to fit the needs of the customer and alongside this is also tasked with the delivery of this training. So far Gary has delivered to some of the biggest and most well known companies in Northern Ireland such as Allen & Overy, Allstate NI, Sainsbury's, Tesco and Queen's University. The feedback has been universally excellent for all of the courses Gary has delivered.

Founded in 1963, Action Mental Health (AMH) promotes positive mental health and wellbeing through the delivery of accredited vocational training, personal development, employment preparation and support and health and wellbeing programmes. AMH provides services to over 2000 clients per year at 13 locations across Northern Ireland. AMH Works involves the delivery of a range of training, information and consultancy services customized to the needs of individuals, employers and local communities with a view to promoting good mental health policies, practices and interventions in and across local communities and workplaces. The service promotes positive mental health and wellbeing and suicide and self-harm prevention.

## Business Interruption and Financial Accounting



Frederique  
Hardy

Frederique joined market leading forensic accounting boutique, RGL, as a graduate in 2000 and stayed with the firm for 15 years. She was promoted to director level in 2013. In 2015, she moved to a French firm of loss adjusters as their in-house forensic accounting expert. Frederique joined Crawford in January 2018 as Director of Forensic Accounting Services to grow the in-house practice where she has built up a team of six experienced forensic accountants. Frederique has extensive experience of complex business interruption losses in the property, liability, marine and energy sectors. She speaks regularly on current forensic accounting topics.

# The Insurance Institute of Northern Ireland CPD Masterclass 2018-19

29 November 2018 Clayton Hotel, Belfast (8.30am-11am)

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## An Update on the Northern Ireland Economy



Richard Ramsey

Richard Ramsey is Chief Economist, Northern Ireland, at Ulster Bank, part of the Royal Bank of Scotland. Richard is a frequent economic commentator in the media and a regular columnist in the Belfast Telegraph & Irish News. As one of the leading voices on issues relating to the Northern Ireland economy, from the property downturn and credit crunch in 2007 to the present day, Richard blogs at the website UlsterEconomix.com and tweets at @Ramseconomics.

Before joining Ulster Bank, Richard spent 10 years in the public sector – including spells as Principal Economist at the Department of Enterprise, Trade and Investment (DETI) and with Invest NI. He also held a number of economist posts within the former Department of Finance & Personnel.

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## Professional Witness: Friend or Foe



Tom McGrath

Tom has had an association with the London Insurance market for a number of years, held a Lloyd's ticket and is a member of Lloyd's 30 year club. He developed an interest in Broker's PI claims as he placed cover for a number of brokers and was part of due diligence teams. He is a frequent contributor at Conferences and has appeared at National BIBA, BIBA Scotland, CCBE and at Brokers in house training sessions.

In addition to a career in insurance Tom has served on a number of Government Bodies and is presently Chief Commissioner of the Charity Commission for Northern Ireland.

Since retiring from broking he has been carrying out Independent file reviews for two Lloyd's syndicates in addition to taking instructions as a professional witness in matters of broker's negligence and policy wording disputes in the four jurisdictions in these islands i.e. England and Wales, Northern Ireland, Scotland and Republic of Ireland.

In all Tom has had involvement in around 200 disputes.

24 January 2019 Clayton Hotel, Belfast (8.30am-11am)

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## The Art of Being Brilliant



Dr Andy Cope

Andy describes himself as an author, teacher and learning junkie.

He is also a 'recovering academic'. His Loughborough University PhD was 12 years in the making, and his research findings around positive psychology and engagement feed into a series of game-changing keynotes and workshops. Andy's flagship keynote 'The Art of Being Brilliant' has been delivered to rave reviews all over the world.

Andy is lucky enough to work with some very large businesses, including Microsoft, DHL, Pirelli, Pfizer, Hewlett Packard, Astra Zeneca and IKEA. Recently, he has tailored his workshops to meet the needs of children and teachers and now delivers to audiences from age 8 upwards!

Andy is also a bestselling author. He has written 'The Art of Being Brilliant' and 'Be Brilliant Everyday', self-help books for adults, as well as 'The Art of Being a Brilliant Teenager', UK's first positive psychology book for young people. 'The Little Book of Emotional Intelligence' spent 6 months in the best-sellers charts and he's got 'The Happiness Routemap', 'Now That's What I Call Leadership' and 'Shine' in the publishing pipeline.

Andy is a sought-after keynote speaker and authority on happiness, wellbeing and human flourishing. He's done numerous TV and radio appearances as well as being featured in The Telegraph, Daily Mail and Esquire.

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## For Better or For Worse: Cases that Shaped Our Professional Lives



Jeff Heasman

Jeff Heasman holds a bachelor of laws from the University of Glamorgan and a master of laws degree from Swansea University, as well as a postgraduate certificate in teaching English language to adults. He spent many years in practice as a litigation executive, dealing with cases up to and including the Court of Appeal in London (England v IBC Vehicles Ltd). In addition, as a senior liability adjuster at Crawford and Company he dealt with insurance claims arising from many worldwide jurisdictions, with a particular focus on public and employers' liability claims.

Jeff has been Dean of the Faculty of Law and a lecturer in law at Cavendish University in Zambia, as well as a tutor in Legal English at Swansea University. Jeff now provides training in insurance law, practice and language to prestigious insurance organisations and companies throughout the world. He maintains a close connection to the international legal profession, working as a consultant in insurance law to a niche firm based in Istanbul, Turkey.



28 February 2019 Clayton Hotel, Belfast (8.30am-11am)

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### How to Stop Doing Dumb Things to Customers



Peter Massey

Our passion: *"How do we stop doing dumb things to our customers & our people?"*

Peter is a serial entrepreneur who has built and run a series of four businesses in customer relationships, contact management, operations and programme management over the last 20 years, working with clients across all sectors.

He describes Budd's business model as "co-creation" with clients & their customers, with colleagues globally in LimeBridge. He facilitates the 10 year old Chief Customer Officer Forum in the UK. Budd's focus is implementing the Amazon growth model called "The Best Service Is No Service" processes, a bestselling book written by his former Amazon colleague.

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### Developments in Cyber Insurance



Dr Mark Hawksworth

Mark heads up Sedgwick's Global Technology Practice and has been an adjuster for 26 years. He has experience of technology/cyber claims spanning over 20 years dealing with claims, both in the UK and internationally.

Mark specialises in handling large and complex incidents and provides market feedback to business, brokers and underwriters in relation to policy and trending issues. He has also published a number of articles in the insurance press on Cyber related incidents.

Mark regularly presents on Cyber issues to the Insurance market; he is a Chartered Insurance Practitioner, Chartered Loss adjuster and Chartered Engineer.

21 March 2019 Clayton Hotel, Belfast (8.30am-11am)

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### Autonomous Vehicles and the Second Digital Revolution: The Future of Insurance Law

Neil and Laura will explore the developing area of autonomous vehicles and the effect that digitalisation will have on the insurance industry and the law which governs it.



Tughans -  
Neil Cahill

Neil is a Partner in the Dispute Resolution Department specialising in the insurance sector where he emphasises on defending personal injury claims in respect of road traffic accidents, employers' liability and public liability in both the County and High Court.



Tughans -  
Laura McKee

Laura is a Director in the Dispute Resolution Department, specialising in Defence Litigation. Laura holds an LLB Honours Degree in Common & Civil Law with Hispanic Studies from Queens University Belfast and the University of Salamanca, Spain. She was admitted to the Roll of Solicitors in Northern Ireland in 2008 and has also obtained a Certificate in Advanced Advocacy.

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### Learn to Lead



Philip Bain

Philip Bain is the co-owner of multi award winning company, ShredBank, Northern Ireland's largest on-site shredding company.

Having been involved in growing and developing six start-up companies, Philip set up ShredBank in 2007 with his friend and business partner James Carson. It grew rapidly despite the recession and became the largest on-site shredding company in Northern Ireland. Winning thirteen awards and recently becoming investors in People Gold Organisation, ShredBank is a local company that has become a world class organisation. Philip has also raised over £65,000 for The Princes Trust in Northern Ireland and is highly committed to their work.

Philip is currently a Council Member of The Prince's Trust in Northern Ireland, a Visiting Professor of the University of Ulster, and a regular speaker on the subjects of business growth and entrepreneurship. He is also author of "Start to Grow", an Amazon Best Seller on how to start and grow a successful business and a second book on leadership called "Start to Lead."

# Masterclass Dates

## Masterclass Dates

Thursday 20th September 2018  
Thursday 18th October 2018  
Thursday 29th November 2018  
Thursday 24th January 2019  
Thursday 28th February 2019  
Thursday 21st March 2019

## Masterclass Format

08.30 Registration, Breakfast, Exhibition and Networking  
09.00 Welcome - President of IINI  
09.05 Partner Address  
09.10 Keynote Speaker 1  
09.45 Q&A with Keynote Speaker 1  
09.50 Coffee Break  
10.05 Partner Address  
10.10 Keynote Speaker 2  
10.45 Q&A with Keynote Speaker 2  
10.50 Closing Remarks  
11.00 Close

Please note our first event will differ slightly and commence at 8.15am.

## CPD and Ticket Details

- Each event will attract 2.5 Structured CPD Hours - CPD certificates will be made available to attendees at the end of each event
- A Season Ticket is a cost-effective way of securing 15 of the required 21 Structured CPD Hours
- Breakfast & networking is included at each event

## How to Book

- A Season Ticket costs £80 and can be booked via [www.cii.co.uk/northernireland](http://www.cii.co.uk/northernireland)
- Tickets for individual events and non-members are priced at £25 and these can be purchased via [www.cii.co.uk/northernireland](http://www.cii.co.uk/northernireland)
- Season Tickets must be allocated to a named individual.

## Series Partners

