



This week's title refers to the Blue Moon we experienced on Friday. It also gives me the chance to share an approach I've had from a serving graduate police sergeant who is considering changing career to join the insurance industry. Not only can we provide valuable support and networking, we may have found an energetic recruit for the CSR team and 2020. This kind of approach is rare and hence a 'Once in a Blue Moon' opportunity. More soon.

You will all have seen Pauline's recent note about Company Champions. In order to grow, we need to engage with our grass roots membership, by tapping into the large proportion who have yet to sample our events. We also need to attract new blood, so the friendly personal support and encouragement from our Company Champions will be absolutely vital. Each connection is an opportunity to promote what we can offer beyond the exam room.

Over recent years we have all worked extremely hard to modernise our Institute and the waterfall moment was in 2012 when we listened to our young members and made a commitment to change. Many of us have experienced the 'Office Rep' role of old. Often this involved passively circulating a poor photocopy of events. Exceptionally, Reps were engaging; they talked to their colleagues, acted as hosts at CII meetings and were ambassadors for the CII. We all wish Pauline and her team every success in developing our new network. Perhaps we should rename the role as 'IIS Ambassadors' to give added focus? We look forward to hearing their news in a future Update.

Charlotte and Vanessa connected with Casper Bartington, CII Education Relationship Manager, ahead of the next CSR team call. I'm excited to learn of several exciting opportunities to support Mentoring, Students and Apprentices. Perhaps the team would like to take a guest spot to whet our appetites in the Update soon, ahead of the next Council?

The year is flying by! In Zurich we use the term 'Heavy Lifting' to describe the additional workload involved in implementing change. Much of the work has been completed to put in place the structure and people to take us into Richard's year. As at work, I maintain lists to keep on track, remembering that we are volunteers and time is scarce. But we are doing well and this is acknowledged by the CII. Thank you for your support and I know that by continuing to work together, we can keep pushing the bar even higher.

My in tray at work has kept me busy and the news that Zurich and RSA may be 'in talks' was interesting. A case of watch this space but general press speculation has been around further consolidation in our industry and, as we have seen before in Sussex, this may ripple through to our own membership and employer supporters. Graham recently described an idea to host an Employers' Evening supported by 2020 and our teams. Three years on, it has made me think of perhaps holding a similar event to the 2020 meeting at The Grand.

My mention of Tim Holliday a couple of weeks ago was poor timing. Tim, a Past President of Southampton LI and MD of Zurich's Personal Lines division, has announced he is leaving the company at the end of August. Tim was supporting our Dinner and I will ascertain the impact of this decision.

One of my themes at the AGM was empowerment of team members and giving everybody an opportunity to discover and use their talents. As such, I am delighted that Susan has volunteered to co-write this and future Updates! So, it's goodbye from me and over to Susan!

## Susan's slot

I'm counting down to the Learning and Development Conference on 8 October which we are co-hosting with North Downs Institute. Barely two months to go now until this, our very first all-day Conference! It seems no time at all since Phil, Zoe and I had the first planning meeting with our North Downs counterparts back in November. Little by little, our ideas have taken shape, resulting in a great line-up of speakers and a varied programme of seminars, including several breakout sessions.

Our motivational speaker will be Mandy Hickson, the second woman to fly a GR4 Tornado operationally on the frontline, and who achieved her dream of being an RAF pilot despite considerable odds and setbacks. Mandy will be sharing her experiences and the strategies she employed to succeed in such a demanding environment, and there will be an opportunity to find out even more in her separate Q&A breakout session. From everything I have read, Mandy sounds very inspiring and I'm really looking forward to our pre-event telephone briefing.



Our other seminars will be on Fire Forensics, Pool Re and Terrorism, Regulatory updates, Memory Skills, the Financial Ombudsman Service and CII Developments. There will also be a dedicated PFS afternoon option tailored specifically for those engaged in financial services. For the full day and PFS afternoon timetable details and session contents, look out for the flyer coming to your inbox early this week.

Make sure you book your place(s) while they are still available as I know it's going to be a fantastic Conference. Discount rates apply to CII/PFS members for individual tickets. However why not persuade your colleagues to join you and take advantage of our special all-day table rate? At £160 for a table of 8 people from the same firm, this works out at a mere £3.33 per delegate hour for 6 hours of quality CPD, with no need to travel outside of Sussex. I can promise that you will be well fed and watered too.....! What's not to like? Nsure and Navigators & General (Zurich) have signed up for tables so far and I hope more firms will join them.

Enjoy your week and we'll be back again next weekend!

*Produced and Edited by Mark Longford and Susan Stamp*

Coming soon

August	September	October
<i>Minimal bookings due to availability</i>		
1 Se	1 Tu	1 Th Diversity training CI
2 Su	2 We Personal Impact - CI	2 Fr
3 Mo Wk 33	3 Th Council reports deadline	3 Sa
4 Tu	4 Fr STRATEGY GROUP GI	4 Su
5 We Leave week (1) GI	5 Sa	5 Mo Wk 41
6 Th Leave week (2) GI	6 Su	6 Tu
7 Fr	7 Mo Wk 37	7 We
8 Sa	8 Tu	8 Th IS/NDII & CPD Conference
9 Su	9 We PROGRAMME PB	9 Fr
10 Mo Wk 35	10 Th CPD Conf mtg PB/SS/ZT	10 Sa
11 Tu	11 Fr	11 Su
12 We	12 Sa	12 Mo CI Written Exams Wk 42
13 Th	13 Su	13 Tu CI Exams & PFS Conf
14 Fr	14 Mo Wk 38	14 We CI Written Exams
15 Sa	15 Tu	15 Th
16 Su	16 We	16 Fr
17 Mo Wk 36	17 Th COUNCIL ML	17 Sa
18 Tu	18 Fr	18 Su
19 We	19 Sa	19 Mo Wk 43
20 Th	20 Su	20 Tu
21 Fr	21 Mo Wk 39	21 We Red, the Cost of Error SS
22 Sa	22 Tu	22 Th
23 Su	23 We Diversity training CI	23 Fr
24 Mo Wk 35	24 Th	24 Sa
25 Tu	25 Fr	25 Su
26 We	26 Sa	26 Mo Wk 44
27 Th	27 Su	27 Tu
28 Fr	28 Mo Wk 40	28 We
29 Sa	29 Tu Professional Indemnity GI	29 Th
30 Su	30 We	30 Fr
31 Mo August Bank Hol. Wk 36		31 Sa