



President's Round Up – Mark Longford Reasons to be proud!

Most of us landed in insurance by accident and not by choice. It's a little strange then how many people stay in our industry for life! I mention this as many of us prepare to welcome this year's intake from schools, colleges and universities. Insurance will never compete with some of the more exciting career options. But it is a fact that it does offer a route into an enormous range of roles whether financial, legal, technical, IT, social media, marketing and, for me the most important, people. After all, everyone needs insurance and it is those in the front line who are our industry ambassadors.

Where we come into our own is that we offer development that is often not found elsewhere. For people skills, there is no better training than helping someone after a claim. Customer service is changing as we see an ageing, and vulnerable population turn to us for help. These are typical entry points for recruits and what fantastic grounding they receive before deciding on specialist areas of interest. Alongside this is being part of a team and being encouraged to join in company charity programmes. There is often also the invaluable opportunity to start studying for professional qualifications, to aid career progression and increase knowledge.

Along the way there are those people who have helped us on our journeys. I remember my first manager in the 1970s, Nick Rumney. An ex RAF bomber navigator from WW2, Nick appealed to me for his sense of mischievous rebellion. He taught his team the ground rules but above all instilled a sense of self pride and confidence to get on and do. And the phrase 'You win or learn' that remains my mantra.

The CII has changed immensely over this time and our own local institute especially. I'm looking forward to meeting many of our retired colleagues on Wednesday when my colleagues and I welcome 20 'Sussex Seniors' to Afternoon Tea at Borde Hill Gardens. No doubt there will be anecdotes from the past but also advice on what we could learn from their own experiences.

Please welcome the next generation of insurance people knowing that we can all work together and be proud. You may be working with future 'Sussex Seniors' but that's for another day! In the meantime I know that our Company Champions will be spreading the word!



Secretary's Soundbites ('Susan's Stamp!')

Pensions revision, cutting gobbledegook and more.....

In response to popular demand, we held an R08 Revision Workshop at Nsure, Worthing, last Wednesday morning. Trainer, Mark King of AXA Wealth, gave delegates a concise and punchy round up of the key syllabus content. An effective, fast-paced, hands-on session so ideal preparation for anyone due to sit this Pensions Update exam shortly. Good luck to all of our candidates as there are at least 3 sittings scheduled locally.





In fact, I've now received a happy email from one of our delegates, Philip Roberts, to say that he has passed and that the workshop helped clear the mist. Fantastic and I hope this is the first of many success stories from our group – keep me posted!

As you can see from our website, we still have a further 3 CPD and 3 social events to look forward to between now and early December – something for everybody.



On **25 November**, as the first seminar in his series of two, Jeff Heasman will be speaking on 'Writing to express not impress' at the Brighthelm Centre, near Brighton station. Jeff is a qualified English language trainer who has taught business and legal English and law at several universities, as well as having been a senior liability adjuster and a litigation executive. He has also been working with insurance organisations to carry out readability audits and edits to key documentation such as policy wordings, explanatory material and advertisements.

With such impeccable credentials, who better to steer us through the maze of typical clichés, jargon and archaic words and phrases and show us credible plain English replacements to use in business communications? This fun and interactive seminar will help insurance professionals to ensure information is accessible to the reader and can be clearly understood. 'See attached herewith' and other such antiquated atrocities and gobbledygook can now be consigned to the annals of history or perhaps I should just say binned for life!



Advance notice - Jeff will be returning on **2 February** next year to give us the follow on seminar - Questioning & Information Gathering Techniques for Insurance Professionals. We are promised another fun and interactive session with audience participation and this will take place at Clair Hall, Haywards Heath as an extended breakfast session.

On **4 December**, we will be holding our Christmas Networking Lunch at City College, Brighton. As I need to confirm final numbers, please let me know before Friday 6 November if you would like to join us for this festive-themed 3 course meal with tea or coffee, a mince pie and, it goes without saying, good company.

Finally, a heartfelt plea from yours truly:

"Highly competitive female quiz participant (specialist subjects - the arts, cookery and plants) seeks 3 similarly ambitious team members, preferably experts in sport, travel, current affairs and bizarre facts. All offers to secretary@sussexcii.org.uk "

Don't let me down as I've heard that the Old LAGS (serial previous winners) have entered 3 teams this year, and I would love to give them a run for their money at our Annual Charity Quiz on **10 November!**

Best wishes as always.



November	December	January	February	March
	<i>Minimal bookings due to availability</i>		<i>AMM Review date tba</i>	
1 Su	1 Tu COUNCIL RC to run	1 Fr New Year's Day	1 Mo	1 Tu 2xNetworking SS
2 Mo London FP Sympos'm	2 We	2 Sa	2 Tu Info gathering skills SS	2 We
3 Tu CDM JH	3 Th	3 Su	3 We	3 Th Council reports deadline
4 We News d'line/Seniors	4 Fr Christmas lunch SS	4 Mo	4 Th	4 Fr
5 Th	5 Sa	5 Tu	5 Fr	5 Sa
6 Fr	6 Su	6 We	6 Sa	6 Su
7 Sa	7 Mo	7 Th	7 Su	7 Mo
8 Su	8 Tu	8 Fr	8 Mo	8 Tu
9 Mo	9 We	9 Sa	9 Tu	9 We CPD TBA?
10 Tu Annual Charity Quiz IS	10 Th	10 Su	10 We Clandon fire talk ML	10 Th
11 We	11 Fr	11 Mo	11 Th	11 Fr STRATEGY GROUP?GJ
12 Th Jt Network Event Btn Uni	12 Sa	12 Tu	12 Fr	12 Sa
13 Fr	13 Su	13 We	13 Sa	13 Su
14 Sa	14 Mo	14 Th	14 Su	14 Mo
15 Su	15 Tu	15 Fr	15 Mo PROGRAMME PB	15 Tu
16 Mo	16 We	16 Sa	16 Tu	16 We
17 Tu FS Sales Skills (breakfast)S	17 Th	17 Su	17 We President's debate? ML	17 Th COUNCIL ML
18 We Council reports deadline	18 Fr	18 Mo	18 Th	18 Fr
19 Th Rep Council	19 Sa	19 Tu	19 Fr	19 Sa
20 Fr	20 Su	20 We Donoghue V Stephenson	20 Sa	20 Su
21 Sa	21 Mo	21 Th	21 Su	21 Mo
22 Su	22 Tu	22 Fr	22 Mo	22 Tu
23 Mo PROGRAMME PB	23 We	23 Sa	23 Tu	23 We
24 Tu	24 Th	24 Su	24 We	24 Th
25 We Writing to express SS	25 Fr Christmas Day	25 Mo	25 Th	25 Fr Good Friday
26 Th	26 Sa Boxing Day	26 Tu Insurance Act talk PB	26 Fr Review IIS H&S policy (SS)	26 Sa
27 Fr STRATEGY GROUP GJ	27 Su	27 We	27 Sa	27 Su
28 Sa	28 Mo B/H	28 Th	28 Su	28 Mo Easter Monday
29 Su	29 Tu	29 Fr ANNUAL DINNER	29 Mo	29 Tu
30 Mo	30 We	30 Sa		30 We
	31 Th	31 Su		31 Th

How do you display your posters? Here are N&G's thanks to David and Nikos – Company Champions, please do send Susan a photo for Simply Sussex!

