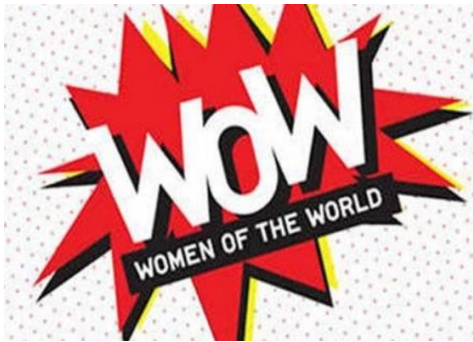




President's Round Up – Mark Longford

Our WOW Factor!



On Friday 11th March, the Women of the World Festival at the Southbank Centre, will feature 'Insuring Women's Futures', sponsored by **AIG and the Chartered Insurance Institute (CII)**.

'Insuring Women's Futures' follows a year-long collaboration by female thought leaders in the insurance industry via the Insurance Supper Club. Maybe IIS can have representation at this event in 2017? Any volunteers?

The CII now has its first woman Chief Executive, Sian Fisher, and since speaking to Robert Fletcher at the Dinner I will be suggesting that Sian visits Sussex, possibly at a council meeting or the Joint Conference. What a great Dinner Speaker she would make in 2017! I do hope the company on the top table will be more representative of the contribution made by all our team.

As one of those 'pale and greying' males I described at the Dinner, I am acutely aware of how Sussex is benefiting from inclusion over the past few years. I started to make a list and thought I'd share but I must stress this is not as an example of tokenism. Our female colleagues are having a huge influence on our institute and as Richard shapes his own council, he has a wealth of talented individuals to support him. Congratulations too to Tamara Tudor (Best Completed Diploma in Insurance) and Robin Quirk (Best Candidate).

My 2015/16 'Pink' List!

Paula Cook Vice President and Dinner Secretary

Susan Stamp Secretary and Programme Coordinator

Zoe Thomas 2020 Leader and 2015 Conference team member

Pauline Zahoui Company Champions' Leader

Charlotte Penson Community Leader

Charlotte Roch CSR Leader

Paula Ryan 2020 member

Diana Webley Ward Charity Coordinator & Exam Centre Coordinator

Vanessa Hudnott Community

Stephanie Franks Community

Mandi Woolven Council member and Regional Newsletter Rep

Victoria Rees-Price Regional Membership Manager

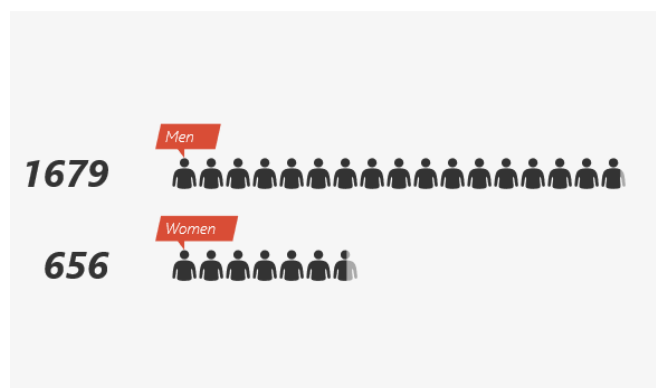
Diana is a Past President (two terms) of Horsham and also Past President (two terms again) of Brighton, and I look forward to seeing the first woman President of Sussex CII. We can be confident from our experience this year that this will be solely on merit and we won't have long to wait.

Final thought ...

The pace is quickening. 35% of members who joined in the last 10 years have been women and this has increased substantially to 44% since 2020 Vision was introduced in 2012.

We still have some way to go but we are becoming more inclusive as we tailor our offering to all our professionals; Men and Women!

IIS MEMBERS 2015-16



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

STOP



..... **THEN ASK!**

We all ask so many questions both in our business and personal lives, but how often do we stop and think first about the information we are trying to obtain and the best way of achieving this? Whether verbal or written, there are various different types of question to choose from, before we even begin to add the subject content. The art is in picking the right one for each circumstance,

depending on whether the aim is to gather information, gain insight, clarify issues or identify solutions.



As Jeff Heasman explained last Tuesday morning in his seminar, 'Questioning & Information Gathering Techniques for Insurance Professionals', we need to pose clear and specific questions to stand any chance of accurate replies. Not only does effective questioning play an important part in good customer service but it also saves time and money. Further, in view of the Consumer Insurance (Disclosure & Representations) Act 2012 and the impending Insurance Act 2015, it's vital to obtain answers that can be relied upon in a court of law. As a former claims handler with a keen instinct for fraud and leakage, I was delighted to see the ABC Principle feature on Jeff's slides: **A**ssume nothing, **B**elieve nobody, **C**hallenge everything.

The timing of Jeff's session was perfect, following on from Bruce Hepburn's Insurance Act presentation of a week earlier. We all enjoyed exploring the advantages and disadvantages of the main different question types under Jeff's expert guidance and I'm glad that he found us to be a lively and responsive audience.

We plan to invite Jeff back to give a further seminar later this year or early in 2017. Meanwhile, he has kindly offered to be an occasional guest contributor to *Simply Sussex* as an English language 'agony uncle' so watch this space!

I'm looking forward to our **Company Champions' meeting** this Tuesday. We have a strong team of 'Champs' and I'm thrilled that approximately half are female. This is such a positive message as they are our representatives in their respective workplaces.

Our meeting will include a walk-through of confirmed future programme events, share plans for items in progress and also invite our Champs to give us their ideas and offer help. We are starting to benefit from their energy and enthusiasm already, and have so much to build on. I'm really pleased that one of our Champs, Gareth Jones of Pi4u, has joined Phil Bristow and me on the 2016 Joint Conference planning team and made a valuable contribution to our inaugural session last week.

Best wishes.

www.sussexcii.org.uk



@sussex_cii



Sussex CII (IIS)





February	March	April	May
<i>AMM Review date tba</i>	<i>possible extra talk & Prog team mtg dates tba</i>	<i>Add Notes</i>	<i>CSR Fraud talk? May or June</i>
1 Mo	1 Tu 2xNetworking SS	1 Fr	1 Su
2 Tu Info gathering skills SS	2 We	2 Sa	2 Mo May Bank Holiday
3 We PFS Officers' Conf/Jt mtg	3 Th Council reports deadline	3 Su	3 Tu
4 Th PFS Officers' Conf	4 Fr	4 Mo	4 We
5 Fr	5 Sa	5 Tu Eastbourne Pier fire AF	5 Th
6 Sa	6 Su	6 We	6 Fr
7 Su	7 Mo	7 Th	7 Sa
8 Mo	8 Tu	8 Fr	8 Su
9 Tu Company Champs PZ	9 We Jt Conf mtg PB/SS/L Jones	9 Sa	9 Mo
10 We FS CPD talk SS	10 Th Kent Conference	10 Su	10 Tu
11 Th	11 Fr STRATEGY GROUPGJ	11 Mo CII Written Exams	11 We
12 Fr	12 Sa	12 Tu CII Written & PFS Q2	12 Th
13 Sa	13 Su	13 We CII Written Exams	13 Fr
14 Su	14 Mo	14 Th	14 Sa
15 Mo	15 Tu	15 Fr	15 Su
16 Tu	16 We	16 Sa	16 Mo
17 We	17 Th COUNCIL ML	17 Su	17 Tu
18 Th	18 Fr	18 Mo	18 We CII NC2016
19 Fr	19 Sa	19 Tu	19 Th Jt Network Event Btn U
20 Sa	20 Su	20 We	20 Fr
21 Su	21 Mo	21 Th Structural defects PB	21 Sa
22 Mo	22 Tu	22 Fr	22 Su
23 Tu	23 We	23 Sa	23 Mo
24 We	24 Th	24 Su	24 Tu
25 Th	25 Fr Good Friday	25 Mo	25 We
26 Fr Review IIS H&S policy (SS)	26 Sa	26 Tu	26 Th
27 Sa	27 Su	27 We AGM/Awards Evening	27 Fr
28 Su	28 Mo Easter Monday	28 Th	28 Sa
29 Mo	29 Tu	29 Fr	29 Su
	30 We	30 Sa	30 Mo Spring Bank Holiday
	31 Th	Network News deadline 2 May	31 Tu