



Dear Member,

So, July is here and I think we can all agree that the summer is shaping up nicely! Talking about shaping up - and in the CII spirit of constantly looking for new ways to improve - I have decided to challenge myself to go for a morning run at least three times a week. I'm used to running, but I am *definitely* not a morning person and so it's a pretty daunting prospect for me. I have completed two runs already; watch this space...

I feel like the year is in full swing now, and I am keen to keep up the emphasis on moving forward with the things I have talked about and planned for my time in the role of president. At the end of my term I want to be able to feel that I have made a difference, particularly in my two chosen focus areas: women and young people.

I think we are starting to reach more of our young professionals; our social media presence is increasing, with several more Facebook 'likes'. We have added an Instagram account, too, and we have doubled the number of council members who have access to post items so that we can let you know more about what is going on. If you are not already following us on Facebook, Instagram or Twitter, look for @ipswichcii and get connected!



The Greene King Brewery Tour was a great success. There were equal numbers of young professionals from Cambridge and Ipswich and it was a good opportunity to meet a variety of new people in different areas of the insurance industry. The tour itself was fascinating, and we learnt a little about the history of Bury St Edmunds too. Afterwards, we retired to the Greene King Café to try out the beer - and I certainly discovered one or two more ales that I like a lot! There was lots of interest from everyone present regarding upcoming events, and we hope to tie up with Cambridge more often in the future.



DON'T FORGET...

Insurance entrepreneur Sam White - CEO and founder of Action365 and Pukka Insure - is giving a lunchtime talk for the Institute on Wednesday 26th July. She's an inspiring and hugely entertaining speaker - and you can get a taste of what she's likely to be saying by reading our exclusive 60-second interview with her, at the end of this message below!

My intention is to undertake several '60-second window' interviews throughout this year, with a view to organising a panel event at the end of it, bringing all the participants together to debate the challenges of being new to the career, or being a woman in a male dominated industry. I am hoping to have views from all sides to create a balanced and interesting discussion.

Ipswich Regional Conference

Places are filling up for our first ever full day CPD conference, which is being held in Ipswich on the 14th September. Subjects that will be addressed include Driverless Cars, Contentious Claims Issues, Business Interruption, Digital Transformation, Ethical Hacking and Data Protection - and the day will finish with a talk on 'The Importance of Listening' by former Hostage Negotiator, Richard Mullender. The conference is open to members and non-members alike. Staff of all levels and professional backgrounds are encouraged to attend the event, which will cover a wide range of topics that will impact their business, from large multinationals to small independent firms. It will also provide superb networking opportunities for professionals from support services to the insurance industry. Lunch is provided. Click [here](#) to book your place.

Network Conference 2017 : report

Last month, Paul Sturges, Jess Addison and I attended our annual Network Conference. It was held at a new venue and took a slightly different format from previous years; all three of us felt we gained a lot from the day. Inga Beale, current President of the CII and CEO of Lloyds, introduced the day by talking about her plans for the year. I was particularly pleased to hear her talking about the importance of the next generation of talent! Sian Fisher, CEO of the CII, talked through her strategic manifesto, which aims to build public trust in insurance and create financial resilience which is equal for both women and men. Following this there were sessions on three of the workstreams that form part of Sian's initiative: 'Open for Business', where Grant Scott talked to us about the nature of being a volunteer network; 'Living Learning', where Nicola Mellor told us about some great changes on the horizon for our website and learning aids; and 'A Great Big World', where Margaret West talked about the CII globally and the challenges we face there.

After a break for coffee and freshly baked biscuits, Keith Richards spoke to us about the CII Engagement Strategy, and was followed by Lee Travis, who talked about member engagement and the help that we get from our regional support team (thank you, Julie!).



For the sessions before and just after lunch, we broke into three groups for some interactive sessions focusing on developing and sharing best practice. I think this was probably the most important part of the day, as it gave us a great opportunity to share ideas and hear what other institutes have done to solve different issues. We have lots of notes and plenty of ideas to work through!



Towards the close of the afternoon we were all hugely moved by a session on Talent, Diversity and Inclusion by Tali Shlomo. I won't say too much here, but I am hoping to get Tali to come and speak to our institute on this subject.

Finally, we were lucky enough to receive a soft skills session by Lee Warren, one of London's most popular magicians! Lee provided us with some valuable tips on how to engage our members and I, for one, will be trying to put some of his ideas into practice (although don't expect card tricks...)

Distinguished service

I am thrilled to be able to report that the Network Conference finished with an awards ceremony, where we were very proud to witness Paul Sturges receiving the Distinguished Service Award. This inspirational distinction was presented to Paul in recognition of his outstanding



service and significant commitment to our local institute. Paul has been a council member for over nine years and has served as exam coordinator, education officer, deputy president, president and secretary during that time. Paul has taken each role seriously, and made an impact that has remained a positive change going forward.

As education officer, for example, Paul was responsible for improving the quality and frequency of the educational CPD programme, which saw attendees rise from 10 or 15 to up to 100 - and this has been maintained ever since. During his presidential year, Paul resurrected the local institute In Touch magazine for members to highlight CPD/social events and general topics. Member engagement was improved as he was in constant contact with his membership through monthly e-flyers. Paul has been, and continues to be a leader and mentor for new and current members of the local council; it was great to see his dedication and service formally recognised.

CII New Generation talent development initiative

The CII's flagship New Generation talent development initiative is now open for applicants for the 2017/18 programme. Successful applicants will benefit from a range of exciting leadership development opportunities - from exclusive sessions at the FCA and Parliament to learning skills in how to handle the media. In addition, the separate faculty groups - claims, underwriting, insurance broking and the London Market - will be expected to drive forward a project to help improve customer outcomes and the insurance profession as a whole. Click [here](#) for further details and entry requirements.

Education opportunities

On Thursday 20th July we are holding a session on the Ogden Tables (discount rate changes on PI claims) with Alan Chandler. This has proved very popular and I understand it is already fully booked. To ensure members don't miss out, we have therefore now secured a further date, and Alan will be returning on Thursday 12th October. We'll notify you by e-flyer when bookings open for this, so keep an eye out.

Our CPD event on Wednesday 26th July with Sam White merges my two focus areas together and I am looking forward to meeting Sam and hearing what she has to say. Attendance is high for this event, but there are still spaces left - why not have a read of Sam's intriguing 60-second interview, below, then book your place to come and hear more?

Full details on all events and how to book your place are available on our web site at <http://www.localinstitutes.cii.co.uk/ipswich/home/events/forthcoming-events/>

The social side

Our social team has finalised the arrangements for our Summer Networking drinks, which will be held on Thursday 3rd August, after work, at Revolutions in Ipswich. Hosted by our young professionals, this relaxed and informal event offers a great way to connect with others in the industry, especially if you are looking to progress your career, or build your contacts in the local area. Click [here](#) to book your place.

Annual Dinner – 20th April 2018

Bookings are now open for what is set to be a fantastic evening. With a new venue, new menu and new music, we are certain that this will be a very special event. We are offering an early bird ticket price for those booking on or before 31st August 2017. Please email me at Johanna.mulley@crawco.co.uk if you would like to book tickets.

Johanna Mulley
President at the Insurance Institute of Ipswich, Suffolk and North Essex.



**** JUST A MINUTE... ****



Insurance entrepreneur Sam White - CEO and founder of Action365 and Pukka Insure - pauses in her busy life long enough for a 60-second chat in advance of her lunchtime talk for the Institute on Wednesday 26th July

Q What did you want to do when you were at school?

A I went through two stages: at one point, I wanted to be a barrister - but when I got older, I thought the idea of becoming a journalist sounded much more appealing. This is going to date me, but I used to read Just 17 as a teenager, and when I was 14 I actually tracked down the editor and persuaded her to let me do some research for the magazine. She even offered to have me come on the photoshoot for the feature, but my dad wouldn't let me go to London on my own, much to my frustration.

Q What was your very first job?

A Well, the first time I actually earned money for doing something would have been when I was 13 and went round the neighbourhood knocking on doors and offering to wash cars; that turned out to be quite popular (and was my introduction to entrepreneurship!). My first paycheck, though, came from a Saturday job at Greggs - and my first experience of full-time employment was as a telephone sales representative for a plastics company.

Q Who has inspired you along your journey so far?

A I love Richard Branson and the Dalai Lama with equal ferocity; on a personal level, though, I guess I'd have to say, my dad.

Q What is a typical day at work like for you?

A There isn't one; every day is different. I travel an awful lot, for a start - so I could be in Manchester, London, Gibraltar, Copenhagen, Australia, Paris... and then, I have a slightly different approach to the way I work from most people, I think, in that I don't focus on tasks, but on outcomes. My planning involves identifying key obstacles and opportunities for the business, then structuring my day around those. I suppose where some might have a 'to do' list, I have a 'to achieve' list; I do wonder sometimes whether the fact that I'm dyslexic explains the slightly weird way I go about things. Ultimately, though, I hire good people, and we all work very hard, which is a pretty good recipe for success.

Q What advice would you give to a young person who is interested in working in the insurance industry?

A Challenge the status quo.

Q What do you do to relax - do you have any hobbies?

A Other than wine, you mean? I genuinely like to exercise; I used to suffer with panic attacks in my 20s, but then discovered that a daily workout is brilliant for keeping stress levels low. It's not so great for keeping my weight down, though, as I also love food. I like to play - to spend time with my friends, or go to the trampoline park with my kids and bounce around. I don't take life too seriously.

Q What has been the highlight of your professional career so far?

A Just over a year ago, we had the launch event for Pukka. It was a great evening, but we knew there was a certain amount of scepticism about what we were planning, and the way we wanted the

business to work. In May 2017, we marked our first anniversary with another party - and being able to share just what we'd achieved in those first 12 months, to be in a room with key industry players and the press (not to mention a celebrity or two) all celebrating our success... that was an incredibly proud moment.
