







The Insurance
Institute of
Manchester

Chartered Insurance Institute

InTouch

Your guide to local
career development
and support

Autumn 2020

-  www.cii.co.uk/manchester
-  @IIMPresident
-  The Insurance Institute of Manchester
-  The Insurance Institute of Manchester



Welcome to Manchester InTouch

The start of my Presidential year has looked very different to how I envisioned it, but I could not be more proud of what the Institute has managed to achieve so far, and what is in the pipeline for the future.

We reacted very quickly to the restrictions in place as a result of COVID-19, with the CPD programme becoming completely web-based and the number of hours provided increasing to accommodate COVID-19 specific subjects, as well as continuing with technical and professional business skills topics.

As a result of no longer being able to meet in person, our social events programme was also taken online. We introduced an informal networking half-hour, entitled 'Elevenes', we have had a quiz and weekly exercise classes and there are more ideas in the pipeline.

It has been difficult to adjust to not having our flagship social events such as Style in the City and the Young Members' Ball, as well as our Annual Dinner. I look forward to seeing these events return in 2021 with a bang!

We recognised that the lockdown and change in working life could take its toll on mental health. As a result, we have introduced [MIIndful Manchester](#). This is a programme of activities including targeted CPD events, social and networking events and we have a panel of trained Mental Health Supporters who are there to support our members with any issues that they may have.



I would like to say a huge thank you to the army of volunteers who make up the Manchester Institute for their resilience and the way that they have adapted to the changes. It has not been easy and the result is testament to their amazing dedication.

I look forward to seeing how plans develop for the rest of the year and to see how we continue to adapt.

Eleanor Moore Cert CII
PRESIDENT

3,551

INSURANCE
MEMBERS

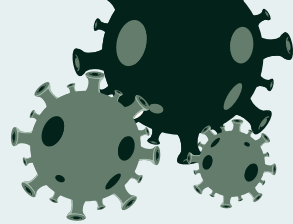
1,852

FINANCIAL
SERVICES
MEMBERS

5,403

MANCHESTER
MEMBERS

What are we doing during COVID-19?



The Insurance Institute of Manchester is made up of several committees and sub-committees who focus on the various areas of support for our members. We have asked the head of each committee to give an overview of how they have adapted to the changes and what they have planned.

Events - Emma Longstaff, Davies Group

The impact of coronavirus on the Events Committee has been challenging in terms of hosting events virtually. We have been hosting coffee mornings bi-weekly to keep members engaged, a great networking opportunity. We also held our first virtual quiz which was successful, and we will be looking to host these monthly. You may have also noticed the GENI Body Blast and Family Fitness classes that commencing every Tuesday and Thursday throughout July and look to continue. GENI Body Blast will be held in conjunction with the MIIndful Manchester and is a great way to work out those daily stresses endured from working remotely.

Young Members Ball

This event has been cancelled for 2020 but will appear in the calendar for 2021.

CPD - Paul Hudson, Aviva

We have been pro-active in our approach, around 20 hours of virtual CPD has been delivered since the end of March and we are looking to deliver a minimum of two to three hours of CII/PFS CPD learning a month through to December 2020. We will revise our approach after the Christmas break and will set up the programme for 2021.

Style in the City - Sandra McDonald, McLarens

The annual Style in the City charity fashion show, usually held in June and has been postponed, the next event will be held on 18th June 2021 at the Midland Hotel.

WIMIN - Jessica Heaton, Zurich

We have kept in touch with candidates on the mentoring programme with regular online informal sessions.

Education - Mark Farrant, McLarens

Exams are now organised centrally, members can sit CII examinations at a local PSI centre or via remote invigilation.

Leadership Programme - Ryan Conroy, Bollington Insurance Brokers

The programme works best when we can get the candidates in the same room as each other as it's all about networking and engaging with each other. We are looking to develop this for 2021.

Charities - Tracey Threlfall, Aon

The Insurance Charities awareness week had to be changed to an awareness day which was supported by a webinar on the day to promote the work they do.

MIIndful Manchester - Karen Shenton, Create Solutions

We are looking at how we can work in conjunction with charities to raise awareness of specific areas, and to provide the necessary support or signposting to continue and promote wellbeing to our members.

Annual Dinner - Caroline Griffiths-Davies, Dual Corporate Risk

The decision has been made for the Annual Dinner to be cancelled for 2020. We are already planning the dinner for 2021 so watch this space!

MIIndful Launch

Members helping members

During May, we launched our wellbeing support network, MIIndful Manchester. The programme expanded our CPD programme to include mental health topics, wellbeing activities and the introduction to our Wellbeing Supporters.

The Wellbeing Supporters have been trained in Mental Health First Aid. The group have spent time getting to know one another and are here to support you. Their biographies and contact details can be found on the [website](#).

Supporters:



**Andrew
Pannayiotou**

Allianz



**Ashley
Matthews**

Bridge Insurance



**Cath
Hulme**

Co-Op Insurance



**Charlotte
Connelly**

NMU



**Craig
Wilson**

Stanmore Insurance



**Jonathan
Bates**

Vitality Health



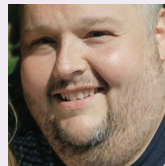
**Jordan
Haskayne**

Allianz



**Sarah
Harrop**

Bridge Insurance



**Scott
Winn**

Marsh Commercial



**Joe
O'Connor**

True Potential
Wealth Management

Anything you wish to share is treated with confidentiality. Your employers may support you and have their own Mental Health service to support staff, but we are here if you want to speak to someone.

We may be able to sign post you to an appropriate organisation to offer further help if needed.

What is Mental Health?

a person's condition with regard to their psychological and emotional well-being.

Work home life balance – Here are our 10 top tips

1 **Prioritise your time**

You may have a to-do list with 50 tasks on it, so you need to prioritise those tasks into four categories. (You can buy a pad of paper with these boxes on them, its one of Stephen Covey's 7 habits of highly successful people)

They are:

- ✓ Urgent and important
- ✓ Important but not urgent
- ✓ Urgent but not important
- ✓ Neither urgent nor important

2 **Know your peaks and troughs**

Are you a morning person? If you are, assign tough, high-concentration tasks to the mornings. Don't leave the tough tasks until its night-time and vice versa.

3 **Plot some personal time**

When personal issues arise, it can be tempting to bury yourself in your work. Don't do it if you don't make time for your personal life – your 'me' time, including your family and your health – you won't have a business to go back to.

4 **Have set work hours – and stick to them**

Set work hours for yourself and do everything in your power to stick to them. Otherwise, before you know it, you'll be working until midnight every night.

5 **Make your workspace work for you**

That includes getting a comfortable chair, an ergonomic keyboard, a support stand for your laptop, etc. An ergonomic assessment of your workspace is worth every penny.

6 **Make exercise a must-do, not a should-do**

It's easy to cancel the gym, the evening run or the yoga class because a client wants something done yesterday. Instead, ensure exercise is given as much priority as your clients and making money. A healthy body means a fresh mind, which means you will function better and complete tasks in less time.

7 **Be realistic**

At the end of each working day, perform a little self-analysis. Ask yourself what worked today, what didn't, what went wrong and how the issue can be fixed.

8 **Manage your mind**

When fear or self-doubt or anxiety creeps in, do some work on your mental health such as meditation or reading a business book.

9 **Take a break**

Remember to take time out throughout your day. Some tasks are easier than others, so if you find yourself with an hour up your sleeve, be realistic about whether you can 'afford' to rest or not. Give yourself a lunch break. Also, make a point of getting up and stretching every 15 minutes. It will help you become clearer, more focused and more productive.

10 **Have that holiday**

Make time for a holiday and book in breaks, at least quarterly. Even a long weekend every quarter is better than nothing.

Insurance Charities

Your Industry Charity

Each year The Insurance Charities helps hundreds of insurance employees and their families in times of need.



Working throughout the UK and Ireland it gives out over £1.7 million annually to current and former insurance employees and their dependents experiencing difficult life events such as:

- Ill health
- Disability
- Tragedy
- Domestic abuse
- Depression
- Financial problems
- Redundancy

It can help with one-off payments, such as household repairs, provide ongoing financial help and give practical support to those with health, money and housing concerns for as long as it's needed. Employment within the industry can be in any role such as IT, marketing, underwriting or loss adjusting.

Also The Insurance Charities and Alzheimer's Society have created a dedicated service to support anyone in the industry affected by dementia – whether that's for them or a loved one.

The charity understands adversity can affect anyone and turn their life upside down. It wants to make sure no insurance employee in need of help misses out.

Find out more and apply for help here and do share these details with your professional networks

Meet your Local Charity Representative – Tracey Threlfall

“My role as Charity Rep is to go out and either do an initial visit to assess and gather data on behalf of the charity or do a follow up visit, we meet the individuals in their own homes, this is vitally important as we are able to use this to assess the situation including their environment, their general health and potentially what other support they are getting from those around them. My visits have varied from supporting a single parent who had left an abusive relationship and needed financial help and support for the children, through to an ex member of staff from the insurance industry who was suffering with mental health problems and needed some financial support to help them get back on their feet. Whilst my role usually involves assisting with the immediate financial need, there is often other things I try and support with too, whether that be signposting to other support groups or charities or if needed some intervention and support from social services.

The Insurance Charities will look to support in a number of ways either providing support for peoples income until they can get back on their feet, they can help to pay off some debt or equally they can assist with the purchase of an essential item, for example a cooker or washing machine.

The process is quite a simple one, and once the initial visit is completed I write up a report and send this with the key financial information over to the charity where they sit as a board regularly and make decisions around who they can help. For my part to date I have not yet been on a visit where the charity has not been able to support the individual in need.”



National Eczema Society, your President's chosen charity

Formed in 1975, the [National Eczema Society](#) is the UK charity for everyone affected by eczema. Information and advice is provided for people living with eczema and their families, which we deliver through our website, social media channels, publications and nurse-supported Helpline. It is also the voice of people with eczema, raising awareness of the condition, supporting research into new treatments and campaigning for better medical care.

During 2020/2021 we are continuing to raise money for charity via various events. All money raised will be split 50/50 between The Insurance Charities and our President's chosen charity for the year National Eczema Society.

We have set up a Virgin Money Giving link, please donate here. All donations big or small are welcomed and go a long way!

uk.virginmoneygiving.com/IIMcharitypage

Shine a light on a Council Member Deputy President - Paul Heathcote ACII



Tell us about yourself

I work for Marsh Ltd in Manchester and (appreciating my youthful good looks don't suggest this !!) have worked in the insurance industry since 1983! As people who know me will testify, it's fair to say I have had a number of jobs over the years but I have worked, mainly, in broking. I must enjoy my work as I didn't prevent either of my children from starting careers in insurance (in Manchester!)

Why did you join the IIM?

I'd been actively involved in the Insurance Institute of Bolton since 1992 and joined IIM when I moved to a Manchester based company in 2006.

How long have you been with the Institute?

In total I've probably been involved in local institute work for the best part of 25 years (I had a few years 'off' during the period). I've worked in a variety of roles and was

extremely honoured and proud to serve as President of the Insurance Institute of Bolton in 2005/06.

What is the main benefit of being a volunteer?

I've been fortunate to meet a whole host of fantastic, committed people via the institute and working alongside/getting to know these people has been the main benefit. I've also marvelled at the magnificent progress IIM has made over the years in becoming a vibrant, progressive local institute.

What do you like to do in your spare time?

I try to keep fit, I read, like music and had followed the 'Mighty' Bury FC for 45-years until their expulsion from the Football League last year. I'm currently looking forward to supporting the phoenix club, Bury Association Football Club, as they start their season in football's tenth tier.

Congratulations!

We would like to congratulate National Prize winner, **Mr. Christopher Ball** for his prize in The John Poel Prize (BIBA) in Diploma in Insurance. Well done on his success and we wish Chris all the best in his career.



Keeping you connected

The IIM has continued to support its members CPD during this uncertain time through the delivery of webinars and we hope that you are finding them useful and enjoyable.

We would like to draw your attention to some important information about signing up to and attending our webinars.

Link details will be included in the booking confirmation email that is automatically sent when you register for the webinar, which you can add to your calendar. A reminder will also be sent. Please ensure that your

email security system allows you to receive these emails.

If you are unable attend a webinar, you can cancel your place by clicking the 'Cancel Booking' link on the booking confirmation email and booking reminder email. Give as much notice as you can when cancelling so others can attend.

Please join the webinar a few minutes early to ensure that it can start and complete on time and identify any technical issues you may have using the link.

We are happy to give you any extra support that would help to make things easier for you in order to attend our events, please contact us at lil.manchester@cii.co.uk

Did You Get The Email?

We intend to keep you informed of all our forthcoming events via email. As with a growing number of organisations, email is our main method of communication. It is timely, highly cost-effective and helps to reduce our carbon footprint.

You can check and update your details online at www.cii.co.uk/MyCII or email customer.serv@cii.co.uk or call **+44 (0)20 8989 8464** with your CII PIN.

Forthcoming Events

We want to hear from you! Contact us at: lil.manchester@cii.co.uk about any CPD, social or networking events you would like to see in the calendar.

For further details and bookings visit: www.cii.co.uk/manchester