



President's Round Up – Mark Longford Seizing Opportunities!

With winter approaching, the daily commute has finally taken its toll and I have decided to enter 'phased retirement'. Of course I will miss working with the passionate team at Navigators but since becoming your President I have experienced many new challenges and would like to spend more time working on projects that support our Institute, our team and the community. I intend to do this alongside portfolio working opportunities.

Most of us 'discover' the CII as students. For around 90% of Sussex members that is the only contact they require. This is unlikely to change and the grant we receive broadly covers support for some 300 'active' members who are keen to network and develop their personal skills and learning together.

At the Strategy Group meeting chaired by Graham this week, I will be encouraging the team to take a broad view as we look out to 2020, nearly halfway through our original 8 year mission. Time has flown! We have been very successful in attracting new members to join us and take on Council roles. However if we are to retain this new energy, we must consider what we offer beyond delivering quality learning and social events.

This is where I feel we come into our own. Work and home lives must always come first but, as we have seen recently, IIS can complement both. We are a safe place to grow and form new friendships. Several people have told me this year that they have benefitted from getting involved. For Zoe, this meant addressing a large Conference for the first time knowing she had the support of Richard and the team. Charlotte Roch has been able to establish her CSR and leadership credentials beyond the workplace and is now focussed on taking these skills to the wider community. Paula has demonstrated how she can use her experience to arrange our Annual Dinner and, as Colin did before, take this to a new level. Pauline and Charlotte Penson have both stepped up to new leadership roles with the introduction of Company Champions and the next phase of CSR.



It's not all about our recent joiners. I have seen Susan's confidence and delivery grow as she coordinates our Programme and I was delighted to see her give a polished summary following Bernie De Souza's presentation last week. Ian Sadler re-energised the Annual Quiz with the introduction of a Charity Round, benefiting those in our community. And Nigel! Those working in companies will understand the frustration when wanting to change IT and web systems. Nigel has been able to deliver our exciting new platform and working with Victoria to use the latest tools and ideas.

In a world of change, our team is on the front foot and as Richard prepares for 'his year' he will be putting his change management skills to full use! There is plenty more to do!



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



The Shake for Success!

What on earth was I doing standing on Lancing station platform at 6.15 in the pitch dark on Tuesday morning? Those of you who know me well will realise there has to be an exceptionally good reason, as I'm an incorrigible night owl who avoids early mornings like the plague!



The incentive was to attend Bernie De Souza's sales skills breakfast seminar in Haywards Heath - 'How to build instant trust with your clients'. This was well worth the effort as we learnt how to engage with even the most sceptical prospective clients and gain their trust and belief from the very outset. Starting with a winning handshake – neither limp lettuce nor a bone crusher, but firm and with a slight twist to the left - we then went on to discover the 3 magic phrases proven to break down any likely barriers and encourage our listeners to open up to us. All so natural to just drop into a conversation, and friendly and comfortable for the recipients too.



'Well, you know how.....'



'I'm curious to know.....'



'Would it be OK if?'

And as everybody falls into one of 4 main personality types, Bernie explored these in some detail, enabling us all to identify our own type through an interactive group exercise, and how to tailor our approaches for each of the other 3 types of people.

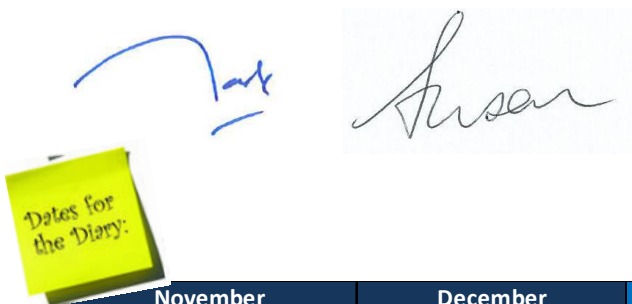
The two hour session sped by as Bernie shared his tried and tested tips for success, enhanced by a varied mix of audience participation and short film clips. It's a pity that delegate numbers were not higher, as this was a fantastic seminar and very relevant to anyone involved in selling general insurance or financial services products. However the feedback forms from those present said it all – an overall score of 98%, with lots of glowing comments and no weaknesses mentioned whatsoever!

We are holding our last CPD event of 2015 on **Wednesday 25 November**. If you want to sharpen your business writing skills and learn how to produce clear, jargon-free communications, why not join us at the Brighthelm Centre,



Brighton, for Jeff Heasman's seminar, 'Writing to express and not to impress'? We still have a few remaining places available for booking via our website.

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	2020 Group ZT	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)SS	17 Th		17 Su		17 We		17 Th	COUNCIL ML
18 We		18 Fr		18 Mo		18 Th		18 Fr	
19 Th	Rep Council	19 Sa		19 Tu		19 Fr		19 Sa	
20 Fr	Council reports deadline	20 Su		20 We	Donoghue v Stevenson	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	STRATEGY GROUP GJ	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		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	