



### President's Round Up – Mark Longford New Year Plans!



I'm looking forward to our third Council meeting of the year on Thursday. We arranged in May that Richard will be in the Chair as he prepares to lead IIS next year. Susan has collated a very manageable pack highlighting the key points where we need the team's approval and we will also be welcoming Charlotte Penson as our new CSR team leader as Charlotte Roch stands down. The term 'CSR' (Corporate Social Responsibility) is widely used in business but it will be proposed at the meeting that we adopt the team name 'Community'.

Richard will walk us through our own *Autumn Statement* of finances as we begin to build a budget for next year and years up to 2020.

I am delighted that Victoria Rees-Price will be joining us. Many of you will know that Victoria is a tremendous advocate of Sussex and promotes us whenever she can. It will be interesting to hear of central CII plans and to share our ideas with Victoria for a New Year e-survey using questions drafted by the three teams.

This year we have made changes to the way we support each other and we need to take stock as part of our 2020 planning. Time commitment of members remains the biggest issue to me as I work with Richard. There is still a bunching effect as teams overlap, with many of the same people involved. As Richard prepares his own plans, perhaps I could ask you to let him, or Susan, know your IIS availability next year. The commitment of our retired members over the past few years has kept us running but now, with a more streamlined institute, we can enjoy the balance of their time and experience alongside working members. Many hands make light work beyond the Council meetings and opportunities for fresh ideas to emerge.

Susan will describe our programme plans but I would like to say thank you to her for arranging our Christmas lunch in Brighton on Friday where there will be a broad cross-section of IIS members present. John Hilditch has suggested we adjourn to the nearby Evening Star pub where we can enjoy some of the beer we saw being brewed at Dark Star in the summer. You won't be alone John!



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



#### Writing to express and not to impress

Jeff Heasman's seminar certainly lived up to our high expectations on Wednesday. Jeff began by setting out the obvious benefits of using plain English in business communications and why this is so important in compliance and insurance contexts. He then moved on to sentence lengths (*average* maximum 25 words please!) and avoiding surplus words of any kind.



Armed with the basics, we were asked to proof read and edit a dummy business letter which contained numerous literary horrors. These included mismatched terminology, acronyms, jargon, clichés, archaic and foreign words and ambiguities, with a few highly inappropriate personal touches thrown in for good measure 😊 ! As you can imagine, we had great fun discussing this exercise and other specimen documents which were over-wordy or riddled with legalese! Jeff also reminded us about treating business emails with the same respect as letters, by maintaining formality and providing recipients with a summary when forwarding on email chains.

As somebody fascinated by words and who loves writing, I found this a brilliant session. Most importantly, Jeff proved that clarity is possible without dumbing down to our target readers. As I know Jeff's next seminars will be fantastic, you might like to make a note of these, both at Clair Hall, Haywards Heath:

**Donoghue v Stevenson - what the law text books didn't tell you**

Wednesday 20 January 2016, time 5.30 for 6.00pm



**1 hour**

**Questioning and information gathering techniques for insurance professionals**

Tuesday 2 February 2016, time 7.30 for 8.00am



**2 hours**

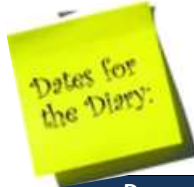
We are now setting a budget and outlining plans for CPD events during Richard's presidential year. In broad terms, this means continuing to provide a varied high-quality programme of general insurance and financial services technical subjects, market updates, soft skills seminars, CII study/revision workshops and a one-day Conference, but all at sustainable costs.

I have recently completed a review of venue hire and catering prices and identified the venues which provide the best value for money. We have now trialled all of these successfully, including our latest addition, the Brighthelm Centre in Brighton.

Richard is passionate about study support and exam success, and he has some exciting new ideas which I'm currently researching! As there is no better advertisement than a satisfied customer, please tell me if you have passed your P05, AF3 or R08 exams thanks to attending our recent workshops. All comments greatly appreciated for publication, with anonymity guaranteed if you would prefer!

Finally, I'm looking forward to our Christmas lunch on Friday - our last event of 2015 and a chance to greet some new faces as well as some very familiar ones.

Best wishes.



December		January		February		March		April	
<i>Minimal bookings due to availability</i>				<i>AMM Review date tba</i>		<i>Possible CSR evening talk</i>		<i>Add Notes</i>	
1 Tu	COUNCIL RC to run	1 Fr	New Year's Day	1 Mo		1 Tu	2xNetworking SS	1 Fr	
2 We		2 Sa		2 Tu	Info gathering skills SS	2 We		2 Sa	
3 Th		3 Su		3 We		3 Th	Council reports deadline	3 Su	
4 Fr	Christmas lunch SS	4 Mo		4 Th		4 Fr		4 Mo	
5 Sa		5 Tu		5 Fr		5 Sa		5 Tu	
6 Su		6 We		6 Sa		6 Su		6 We	Eastbourne Pier fire ?
7 Mo		7 Th		7 Su		7 Mo		7 Th	
8 Tu		8 Fr		8 Mo		8 Tu		8 Fr	
9 We		9 Sa		9 Tu		9 We	CPD TBA or new da.	9 Sa	
10 Th		10 Su		10 We	Clandon fire talk ML	10 Th		10 Su	
11 Fr		11 Mo		11 Th		11 Fr	STRATEGY GROUPGJ	11 Mo	CII Written Exams prep
12 Sa		12 Tu	PROGRAMME PB	12 Fr		12 Sa		12 Tu	CII Written Exams prep
13 Su		13 We		13 Sa		13 Su		13	CII Written Exams prep
14 Mo		14 Th		14 Su		14 Mo		14 Th	
15 Tu		15 Fr		15 Mo		15 Tu		15 Fr	
16 We		16 Sa		16 Tu		16 We		16 Sa	
17 Th		17 Su		17 We		17 Th	COUNCIL ML	17 Su	
18 Fr		18 Mo		18 Th		18 Fr		18 Mo	
19 Sa		19 Tu		19 Fr		19 Sa		19 Tu	
20 Su		20 We	Donoghue v Stevenson	20 Sa		20 Su		20 We	
21 Mo		21 Th		21 Su		21 Mo		21 Th	Structural defects PB
22 Tu		22 Fr		22 Mo		22 Tu		22 Fr	
23 We		23 Sa		23 Tu		23 We		23 Sa	
24 Th		24 Su		24 We		24 Th		24 Su	
25 Fr	Christmas Day	25 Mo		25 Th		25 Fr	Good Friday	25 Mo	
26 Sa	Boxing Day	26 Tu	Insurance Act talk PB	26 Fr	Review IIS H&S policy (SS)	26 Sa		26 Tu	
27 Su		27 We		27 Sa		27 Su		27 We	AGM/Awards Dinner
28 Mo	B/H	28 Th		28 Su		28 Mo	Easter Monday	28 Th	
29 Tu		29 Fr	ANNUAL DINNER	29 Mo		29 Tu		29 Fr	
30 We		30 Sa				30 We		30 Sa	
31 Th		31 Su				31 Th			Network News deadline 2 May