

Live Webinar - Core Leadership & Management Skills for Insurance Leaders

Duration: 1 day

Maximum 10 delegates

About the Course

Effective leadership and management are critical to the success of any insurance business — not just at the executive level, but across every team and function. In an industry shaped by regulation, customer trust, evolving risk, and rapid change, people managers play a vital role in aligning day-to-day operations with wider business goals.

This course is designed to support individuals stepping into leadership roles or seeking to strengthen their management capability. It provides practical, accessible tools to help participants lead with clarity, confidence, and credibility, whether managing a small team or leading a function.

Strong managers create focused teams, handle challenges constructively, and foster positive workplace cultures that support performance and retention. Without the right skills, even the most capable technical experts can struggle to manage people effectively. That's why building core leadership capability is one of the most valuable investments an insurance organisation can make in its people.

This highly practical workshop blends proven models with real-world insight, giving participants the knowledge and tools they need to support their teams, communicate purposefully, manage performance, and lead with integrity in a regulated, fast-paced environment.

Course Objectives

By the end of this course, participants will be able to:

- Define the responsibilities and behaviours expected of effective people managers
- Communicate clearly, assertively, and inclusively in a leadership role
- Motivate and support individuals to achieve team and business goals
- Handle basic performance conversations with confidence
- Create a positive team culture and manage common team dynamics
- Understand how their team contributes to broader organisational success

Course Content Overview

- Understanding the role of the manager in the insurance sector
- Leadership styles and how to adapt them
- Communication principles and feedback techniques
- Motivating others and encouraging accountability
- Managing performance and resolving common challenges
- Creating a positive, inclusive team culture
- Connecting team effort to organisational purpose
- Personal reflection and leadership action planning