

EMERGING TALENT CONFERENCE

AGENDA



Thursday 26th September 2024

Friday 27th September 2024



APEX HOTEL & DOUBLETREE HILTON IN BATH, UK



CILA MEMBERS IN THE FIRST 5 YEARS OF THE CAREER



TICKET PRICE

Member Only

Full Conference & Dinner £280



DAY ONE



Time	Session	Speaker
9:00	Registration & Exhibition Hall Morning Networking	
9:45	Welcome Main Conference	Steven Wallace <i>CILA President</i>
10:00	Navigating Labour Laws As the UK transitioned to a Labour government, the insurance industry faces new challenges and opportunities shaped by shifts in policy and regulatory focus. For claims professionals, understanding the implications of this political change is crucial for adapting strategies and ensuring compliance. This session will provide an in-depth analysis of how a Labour-led government could impact the insurance landscape.	James Daley <i>FairerFinance</i>
10:45	Mental Health Resilience Introduction by Steven Smith who was part of CII New Generation group researching second hand trauma suffered by claims handlers and adjusters. Olympic Silver medallist, Gail Emms is a badminton athlete turned motivational speaker and mental health advocate, using her experiences across years of success on the court to inspire people to attain their goals.	Steven Smith <i>Crawford & Company</i> <i>Gail Emms</i> <i>MBE</i>

11:30

Break

DAY ONE (CONT.)



Time	Session	Speaker
11:45	<p style="text-align: center;">BI Basics in Practice</p> <p>When theory meets reality! What happens when you have to put the basic BI theory into practice and actually calculate a loss?</p> <p>Well, join our workshop where we will use a sample basic BI claim calculation and work through it together, looking at the various aspects, applying theory and practice. Nothing too mathematically taxing - calculators not required!</p>	<p style="text-align: center;">Sue Taylor <i>Sue Taylor Ltd</i></p>
14:00	<p style="text-align: center;">How to Influence Sustainability</p> <p>The world is being impacted by global warming with forest fires and flooding now becoming increasingly common.</p> <p>A round table discussion on how adjusters can or will be called upon to potentially influence repairs via sustainable building methods.</p> <p style="text-align: center;">With reference to environmentally positive options driving circularity in the claims journey.</p>	<p style="text-align: center;">Russel Fordham <i>London Salvage Services Ltd</i></p>
14:45	<p style="text-align: center;">Detecting Deception – Proceed with Caution</p> <p>How to build rapport and elicit information.</p> <p>Strong relationship building skills statistically deliver better risk identification outcomes alongside enhancing customer service.</p>	<p style="text-align: center;">Ian Carman <i>Sedgwick International</i></p>

15:15

Afternoon Break

DAY ONE (CONT.)



Time	Session	Speaker
15:30	<p>A Property Adjuster – Back to the Future Main Conference</p> <p>Join the Property SIG on a journey through time where they explore the evolution of a Property Adjuster! The session will focus on the changing attitudes over the years, and how policy cover and customer demands have altered to present new challenges and opportunities.</p>	<p>Toby Knight <i>McLarens</i> Paul Redington <i>Zurich</i> Alison Unwin <i>Sedgwick International</i> Luke Brannigan <i>Crawford & Company</i></p>
16:15	<p>Beyond the Claim: The future of Loss Adjusting Main Conference (Chaired by Angela Walker)</p> <p>Chaired by Angela Walker, this thought-provoking panel discussion will wrap up the day by exploring the evolving roles of loss adjusters and claims handlers. As the industry faces unprecedented changes and challenges, this session will delve into what lies ahead for professionals in these critical roles and the skills and adaptations needed to thrive in an uncertain future.</p>	<p>Richard Done <i>Polygon Group</i> Steven Smith <i>Crawford & Company</i> James Daley <i>FairerFinance</i> United Against Dementia</p>
17:00	<p>Conference Close</p>	
17:15	<p style="text-align: center;">CILA ANNUAL GENERAL MEETING (AGM)</p> <p>A meeting for CILA members to discuss the current status of the Institute including membership and finance as well as receive updates on current and future plans.. Members will vote on changes to fees and officers.</p>	
19:00	<p>Drinks Reception (Dinner attendees)</p>	
20:00	<p>Dinner Roman Bath House & Pump Rooms</p>	
23:30	<p>Carriages</p>	

DAY TWO



Time	Session	Speaker
09:45	Welcome Back	
10:00	AI in Insurance A presentation outlining the technological advances in AI and Insurance, exploring the impact this could have on future claims and claims processes.	<i>TBC</i>
10:45	Morning Break	
11:00	CILA Qualifications A presentation outlining the routes available to progress with CILA exams as well as the services providing career and personal support available. Nathan will map the qualifications against his career path and showcase his career progression and the benefits of qualifying.	Sarah McAvoy-Edwards <i>CILA</i> Nathan Holt <i>Crawford & Company</i>
11:00	Break	

DAY TWO (CONT.)



Time	Session	Speaker
11:45	<p data-bbox="577 465 847 517">Young Fuedi</p> <p data-bbox="316 528 1082 636">The European Federation of Loss Adjusting Experts.</p> <p data-bbox="316 714 1054 887">Damon will present on role of FUEDI and opportunities and support available for developing adjusters.</p>	<p data-bbox="1190 611 1437 647">Damon Reeve</p> <p data-bbox="1190 658 1501 696"><i>Criterion Adjusters</i></p>
12:15	<p data-bbox="512 987 944 1032">Close of Conference</p>	